

COCC LIBRARIES

ANNUAL REPORT

FISCAL YEAR 2024-2025



MESSAGE

FROM THE LIBRARY DIRECTOR

In 2024–25, the Library continued to experience growth in instructional outreach, rising use of interlibrary loan (ILL) services, steady circulation of physical materials, and continuous student reliance on the library's technology lending program. Some of this year's data may also suggest broader shifts in user behavior within the evolving information landscape. Overall, the Library continues to manage its services and collections effectively while adapting to patron needs.

Core Services

Overall demand for reference services stayed relatively stable, with only a slight drop. A closer look at this year's reference data indicates a significant decline (18%) in virtual services (chat, email, Zoom), while individual, in-person services seem to be rebounding. This pattern suggests users are returning to face-to-face support for research help, while usage of online help services might be losing popularity.

The library's instructional efforts continued to play an important role — both the number of information literacy sessions and the total number of students reached have increased (13% and 34%, respectively), indicating success in instructional outreach. At the same time, our credit class program has added a new alternative to our LIB100 one-credit course, ED113, a dedicated course offered via COCC's Early Childhood Education (ECE) program targeted to the needs of ECE students.

The usage of the library's circulation

services rose slightly. In addition, requests for materials beyond the local collection rose significantly, especially for physical items like books. Both borrowing and lending activity of print books increased (20% and 28%, respectively), highlighting the importance of resource sharing partnerships.

At the same time, borrowing of articles declined by 13%, possibly suggesting a growing user reliance on full-text access through the library's database subscriptions and also on free and open access to online digital content. Overall, ILL usage continues to grow in popularity, with community patron use more than doubling since FY23, while students and staff also rely heavily on the service. Together, these trends highlight ILL's important role in supplementing our local collections to meet the needs of all patron types.

Use of Resources

Use of the physical collection stayed largely stable. In contrast, use of the Library's electronic resources (e-books, electronic media, and e-journals) continued to decline, with the steepest drop occurring in electronic periodicals. At the same time, use of open access content has increased significantly. This shift may reflect a broader reliance on all types of freely available web content and could perhaps explain the ongoing decline in subscription-based online resources. This trend is further supported by the decrease in article requests via ILL.

Circulation statistics show that student demand of technology equipment (primarily

laptops and hotspots) jumped significantly (11%) compared to the previous year, despite the collection size remaining largely unchanged. This highlights students' ongoing need for reliable technology access. Additionally, overall student use of Circulation services grew by 7%, driven mainly by higher demand for course reserves. Along with 1,244 controlled digital lending (CDL) reserves views, these figures indicate that students continue to value library access to textbook materials.

Community Engagement and Partnerships

This year, the Library again served the campus and broader community through its cultural programming. The art exhibits in the Rotunda Gallery drew numerous visits and received very positive feedback, reinforcing the Library's role as an inspiring, public-facing space.

In collaboration with campus and community partners, we also co-sponsored other major programs, including a visiting lecture by internationally recognized artist and activist Betty LaDuke, as well as the annual Poetry Month and Banned Books Week celebrations.

Staffing Continuity and Support

In 2024–25, staffing continuity became a priority during a period of a transitions and vacancies. The Library was successful in hiring and onboarding several key positions, including a Collections & Acquisitions Specialist, part-time Redmond Campus Librarian, and temporary Public Services staff to maintain uninterrupted

service. The Library also successfully advocated for a new permanent Interlibrary Loan Specialist position and filled the role, strengthening Access Services in response to growing ILL demand. Working as a team, we successfully secured important staff positions, adapted responsibilities, and supported both interim and new staff. This helped us provide consistent service delivery, maintain high standards, and support team morale throughout a demanding year.

Looking Ahead

Comparative statistics from FY2024–25 show an increased reliance on shared collections and ILL services. Growth in ILL activity, particularly of physical items, highlights the continuing importance of shared resources to supplement the library's relatively small local collections.

The Library's key strengths this year include improved staffing stability and careful, balanced spending on resources to keep the department within budget while navigating evolving user needs as well as rising inflation pressures. One key opportunity moving forward will be the ongoing review of electronic subscriptions to ensure they remain relevant and aligned with actual user needs.



CIRCULATION & INTERLIBRARY LOAN

The Barber Library on the Bend campus houses approximately 65,000 physical items, 14 group study rooms, and 48 computer workstations. Additionally, a physical collection of 1,305 items are available in the COCC Redmond Library, 92 items on the Prineville campus, and 575 items on the Madras campus, an increase of items on the northern campuses of 84% over fiscal year 2023-2024.

The 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 and a collection of instructor-selected resources, and managing and supporting technology equipment for check out.

ILL provides access to library resources outside the 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 38 colleges and universities in the Pacific Northwest—as well as a non consortium libraries across the country to fill Requests.

CHECKOUTS BY TYPE

BOOKS	2,779
COURSE RESERVES	1,225
TECHNOLOGY	1,031
STUDY ROOM KEYS	4,835

2,301
ILL requests from other libraries, 19% increase over AY2023-24



BEND CIRC TRANSACTIONS	12,714
RDM CIRC TRANSACTIONS	463
COMMUNITY PATRON REGISTRATIONS	251

2,562
ILL requests from COCC patrons, 8% increase over AY2023-24



LIBRARY COLLECTIONS

The library's Collection Development, Acquisitions, and Technical Services department selects, acquires, catalogs, and makes accessible all library items, including all print and electronic books and encyclopedias, magazines, journals, online databases, DVDs and streaming videos, government documents, and special collections. All collections support COCC's curricular and programmatic needs. The Discovery and Systems staff manage the library's web presence, allowing for discovery of collections as well as online access from any location for authorized users.

122
NUMBER OF
DATABASES

78
NUMBER OF
SUBJECT GUIDES

COLLECTIONS BY THE NUMBERS

	DIGITAL	PHYSICAL
BOOKS	589,977	61,540
SERIALS	103,939	825
MEDIA	127,435	2,110

+118,354
VISITS TO LIBRARY
WEBPAGES

+51% INCREASE
IN WEBPAGE VISITS
OVER 2023-24

+49,760
NUMBER OF PRIMO
SEARCHES*

*DUE TO VENDOR LIMITATIONS,
PRIMO SEARCHES REPLACES
DATABASE SEARCHES FROM
PREVIOUS ANNUAL REPORTS

ITEM VIEWS BY TYPE

JOURNAL ARTICLE VIEWS	MULTIMEDIA VIEWS	EBOOK VIEWS
27,130	7,688	2,792

1,179  ALL REFERENCE
INTERACTIONS

45  BOOK-A-LIBRARIAN
APPOINTMENTS

1,218  IL SESSION
ATTENDANCE
AT 52 SESSIONS

189  LIB100
ENROLLMENT
FOR 8 SECTIONS

IL SESSIONS BY DEPARTMENT

WRITING	23
COMMUNICATION	7
NURSING	5
OTHER	19

INSTRUCTION

The 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.

LOOKING FORWARD TO 2025-26...

With a stabilized and fully staffed team in place, the library is well positioned to refine our services and resources, deepen relationships across campuses, and more strategically integrate information literacy into Guided Pathways. In the coming year, we will work toward streamlining workflows, strengthening assessment practices, and clarifying documentation, ensuring our services are sustainable, responsive, and aligned with institutional goals.



01 COCC REDMOND LIBRARY OPEN HOUSE

In partnership with 19 COCC departments and community organizations, the Open House highlighted the COCC Redmond Library's expanded Spanish-language CLERC materials.



02 COCC LIBRARY ART GALLERY SHOWS AND RECEPTIONS

During the 2024-25 fiscal year, the library hosted four shows and welcomed over 100 visitors at the receptions. Shows included *Turtle Wisdom: Personal, Political, Playful* by Betty LaDuke and *A Life Well Woven* by Dee Ford Potter.



03

The Library hosted or participated in 16 events during the 2024-25 fiscal year, reaching 349 patrons. Highlights include Oregon Poet Laureate Ellen Waterston's readings as part of the annual Poetry Month celebrations and the prize raffle during the Library's recognition of Banned Books Week.

CENTRAL OREGON COMMUNITY COLLEGE

COCC LIBRARIES

COCC.EDU/LIBRARY

NOTE: THE DATA IN THIS REPORT DOES NOT ALWAYS REFLECT THE SAME DATA AS THE LIBRARY'S ANNUAL ACRL REPORTING. THIS IS DUE TO THE DATA FOR THIS REPORT BEING GENERATED AT DIFFERENT GRANULARITY LEVELS THAN THE ACRL REPORTS REQUIRE.