Pierce Library

2019-2020 ANNUAL REPORT SUPPLEMENT

EASTERN OREGON UNIVERSITY

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INTRODUCTION

This report covers the 2019-2020 academic year and serves as an annual update to the more extensive Pierce Library 2017-2018 report. It focuses on selected areas from the 2017-2018 report, and provides data and brief updates to allow for easy comparisons with the previous year. The activities and accomplishments described in these reports all support and further the Eastern Oregon University Strategic Planning Framework – The Ascent 2029.

2019-20 was a year dominated by the COVID-19 pandemic and our response to it. Much of the Library's annual report data shows significant change from previous years, and in most cases this change can be attributable to the various mechanisms put into place starting in mid-March 2020 in order to counter the pandemic. For the Library, these changes include a migration from on-campus to remote instruction, which applied to all types of instruction including credit bearing courses and course-integrated instruction; and migration from in-person reference services to online reference services. A portion of the library building remained open, staffed by Learning Center staff, and serving as a computer lab providing access to online classes by offering access to laptop computers and wifi services. Place-based library services were not available, such as study room usage, coffee lounge usage, or in-person events. Summit loan services were suspended and interlibrary loan operated minimally with a vastly reduced number of libraries in the US remaining open and providing for ILL services. Physical circulation proceeded remotely, with patrons able to place requests for materials from the catalog, and checked-out materials available for contactless pick-up in the library. Most students and staff stayed away from campus, accessing their courses and library services remotely.

As a result of these changes, the AY 2019-20 data shows decreases of varying amounts in course integrated instruction sessions, reference questions answered, physical circulation, Summit services and Interlibrary loan services, gate counts and occupancy counts. Instruction in 2019-20 was additionally affected by changes in staff as well as in student enrollment. A decrease in student enrollment resulted in a smaller number of UNI sections being offered. The Library also offered fewer sections of credit-bearing library courses compared with previous years, which was necessary because of the retirement of a half time instructional librarian position (not replaced).

Some Library events and services were unaffected by the pandemic. The annual Night Against Procrastination, held in fall 2019, remained a well attended and popular event, with students spending longer in the library than in previous years (and consuming more waffles!). Librarians developed and offered the Della & Robert Burgess Research Paper Award as a means of highlighting the importance of effective library research. The inaugural award, presented in June, ended up attracting a number of high quality applications.

Library collections were strongly affected by the pandemic. Due to profound budget uncertainty, the Library cancelled several serials subscriptions, and refrained from purchasing firm orders. With libraries closing to the public nationwide, many publishers recognized a need for more online materials to support the fully online instruction, and made some of their materials temporarily available at no cost. Because of our conscientious evaluation and management of subscriptions to remain within budget, the Library was able to continue to provide and even enhance streaming video services, and the usage of streaming video increased significantly from previous years.

2019-20 saw a significant number of improvements to library systems. A communications bridge was developed between the EOU Banner financial system and the Library's acquisitions system, allowing materials payments to be more fully automated. Customizations to the Library's online catalog search interface give patrons improved access to library materials. Developments to the systems infrastructure were also implemented, enabling us to provide more agile support for the Library's proxy server, which allows patrons to access databases from off campus. A process was developed for bulk upload of materials to Omeka, and a new collection (Hunt Hall materials) was added to the repository.

LIBRARY INSTRUCTION

The library instruction program includes library orientation, library courses, discipline-specific course integrated instruction, and First Year Experience (FYE) integration.

Library Courses

Sections of LIB Courses Offered						
	2017-2018		2018-2019		2019-2020	
Course	Sections	Students	Sections	Students	Sections	Students
LIB 127 On Campus	2	31	2	33	2	39
LIB 127 Online	4	44	4	51	2	24
LIB 307 Online	6	111	6	110	6	117
LIB 317 Online	3	24	3	28	0	0

LIB 327 Online	3	35	0	0	0	0
Total	18	245	15	222	10	180

- Includes Summer term.
- LIB 327 was not offered as of 2018-19. This meant a decrease of three class sections.
- LIB 317 was not offered as pf 2019-2020, due to the loss of a half time instructor position. The restructuring due to the loss of this position resulted in five fewer class sections than the previous year.
- The Spring term campus section of LIB 127 was conducted in a "remote access" format due to COVID-19 campus closures. The course was a hybrid of synchronous/asynchronous activity, with a synchronous meeting once a week.

First Year Experience

In partnering with Student Affairs to develop and staff UNI 101, **library faculty play a leadership role in EOU's First Year Experience.** Library faculty have also worked with the other FYE courses, CORE, SCI 207, and HUM 105, to embed information literacy in the course curriculum.

Sections of UNI Courses Offered						
	2017-2018		**2018-2019**		**2019-2020**	
UNI 101	**Sections**	**Students**	**Sections**	**Students**	**Sections**	**Students**
Fall	7	*	6	138	6	126
Winter	3	*	3	38	2	23
Total	10	207	9	176	8	149

Did not capture number of students per term in AY 2017-2018; data no longer accessible in Webster.

- AY 2019-2020 marked a shift in how library faculty integrated into UNI courses. Rather than co-teaching throughout, library faculty taught a discrete three-week information literacy unit at the end of the term. This allowed for more flexibility in other instructional responsibilities.
- The number of sections offered in Winter term was reduced due to low enrollment the previous year. There should only have been one section, but due to scheduling errors caught too late, two sections were taught. Next year, only one section should be offered in the Winter.
- Assessment data from selected outcomes can be found at G:\Instruction\Instruction Planning Documents\Assessment\Assessment Initiatives\FY Assessment

Course Integrated Instruction

Library faculty collaborate with discipline faculty to develop relevant, point-of-need library and information literacy instruction that enhances academic quality and student success.

Number of Library Instruction Sessions by Term				
	2016-2017*	2017-2018	2018-2019	2019-2020
Fall	23	28	44	33
Winter	14	13	21	30
Spring	9	21	14	4
Total	**46**	**62**	**79**	**67**

Spring term 2020 was impacted by COVID-19 closures and remote access protocols. All sessions conducted were conducted online using videoconferencing, and there was a reduction in the number of sessions offered.

Instruction Sessions Details	2017-2018	2018-2019	2019-2020	% Change
Number of discrete classes*	32	36	23	-36%
Number of individual sections	40	48	42	-12.5%
Number of sessions	62	79	67	-15%
Number of students	860	1047	831	-20%
Number of faculty	23	26	23	-11%

*Multiple sections of a class such as WR 121 are counted as one discrete class
*percent change calculates change for prior year to current year

Library instruction sessions served 831 students at all course levels in the following disciplines:

Art
Biology
Chemistry
Communication Studies

CORE
Education
Health & Human Performance
History

Mathematics
Science
Writing

Digital Learning Objects

These are resources that library faculty create for LIB courses as well as for more general research help. The following resources are regularly evaluated and revised:

● 13 subject specific guides
● 30 course specific guides
● 14 general support guides
● 5 faculty resource guides
● 6 general video tutorials

High School Outreach

Library faculty provided information literacy instruction on campus, and at local high schools, and supplied professional development and support to high school teachers and library staff. **Schools and school districts participating in one or more of these outreach activities included: Baker, Grant-Union, Hermiston, Imbler, La Grande, Milton Freewater, Morrow County, North Powder, Pendleton, Umatilla, and Vale, and Umatilla.** Library orientation and research instruction sessions for **69 Oregon Teacher Pathway (OTP)** high school students and their teachers was provided in the Fall, with continuing research support provided throughout the school year.

Goals and Initiatives

2019-2020 Goals

The goals below were identified by the Instruction Group at the start of Fall 2019.

Goal	Progress
Identify Assessment Initiative Priorities and create timeline for implementing.	Complete, will revisit in Fall
Complete IL Rubric	Complete
Complete Program Curriculum Maps to identify courses where information literacy instruction is occurring, where collaborative instruction could be initiated, where scaffolded instruction could be documented, and where assessment might occur.	Anticipated completed by end of summer.
Review and code chat and email questions from last 2 years in order to get more data to improve overall service, and to inform Research Help page revision and revision of reference statistics categories/tags	Moved to next year
Include ACRL Framework based categories into reference statistics	Moved to next year
Review/revise reference statistics categories/tags	Moved to next year
Review Research Help pages to ensure they are current and meeting student needs	Began - ongoing
Everyone will look at the libguides they own and update the tracking document	Complete
Each librarian will use curriculum maps to contact a faculty member they haven't worked with before or recently, to offer targeted IL instruction	Complete
Create and implement bank of assessments for course integrated instruction, as well as tracking mechanism	Canceled (a goal for a future year, not feasible next year)

Implement library resource promotion	Moved to next year per strategic planning priorities ranking
Research student staffing of chat reference	Ongoing
Inventory and implement tracking system for learning objects	Complete

Additional Initiatives & Activities in 2019-2020

- **GOTS Cleanup:** Librarians collaborated to discard outdated or unused Guides on the Side
- **Learning Center NAP:** Two librarians staffed an "Ask a Librarian" table for the Winter term NAP.
- **LIB 307 & LIB 327 GE Removed:** After reviewing data collected last year and evaluating instructional modes against instructional capacity, it was decided to remove the GE SMI attribute from LIB 307 and LIB 327. This was approved at Faculty Senate in April 2020 and will be effective Fall 2020.
- **Evaluation of Instructional Modes to Improve Instruction and Outreach to Online Students:** Librarians reviewed the literature and evaluated 13 possibilities for improving instruction and outreach to online students, eventually settling on the concept of the "Library Research Skills Canvas Shell."
- **Citing Sources Libguide:** This shared libguide was reviewed and updated.

Alignment with The Ascent 2029: Instruction	
Goal 1: Student Success	**Objective 1:** All graduates engage in high-impact, experiential learning activities
Goal 2: Transformational Education	**Objective 1**: Excellence in teaching and scholarship **Objective 2:** Graduates possess the essential learning outcomes employers seek
Goal 3: Grow the Number of Lives Impacted	**Objective 2:** Students are retained **Objective 3:** Efficient degree attainment

PUBLIC SERVICES

Public services at Pierce Library include all of the services and activities that focus on helping patrons use and access our collections, resources, and space. In addition to instruction, these are the ways that we interact with students and other patrons to support academic quality and student experience and create an inclusive and responsive learning space.
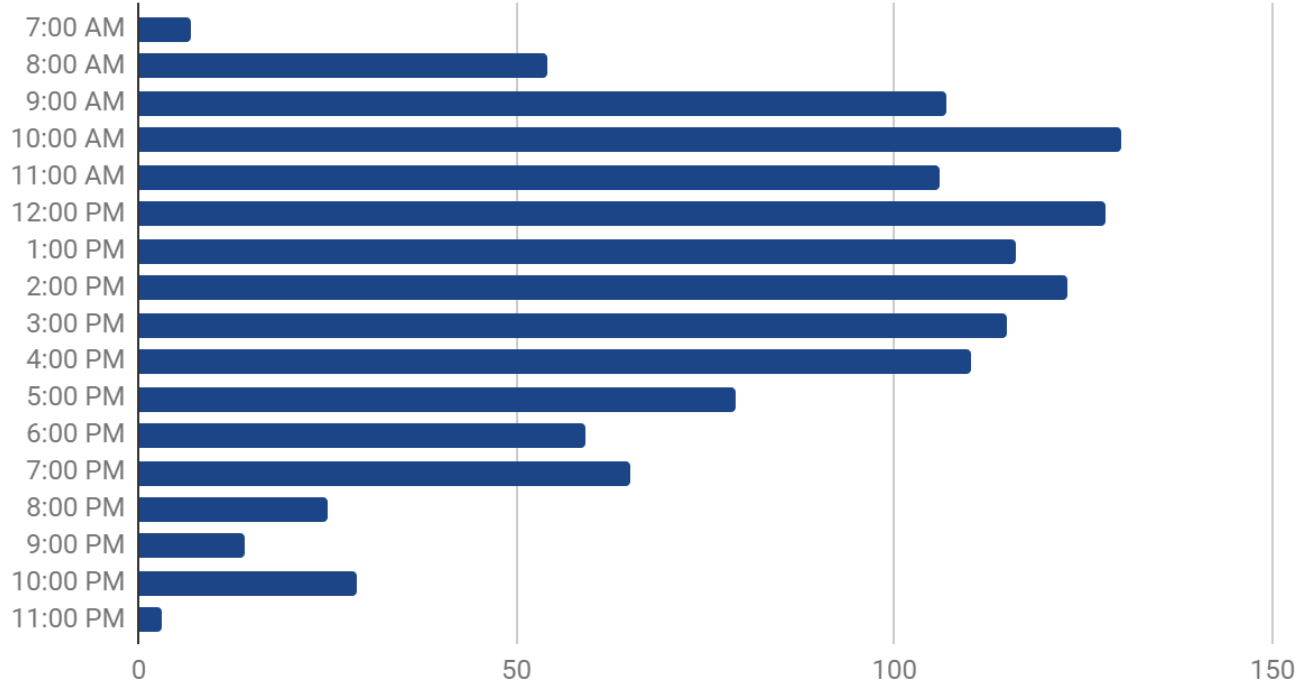
Reference
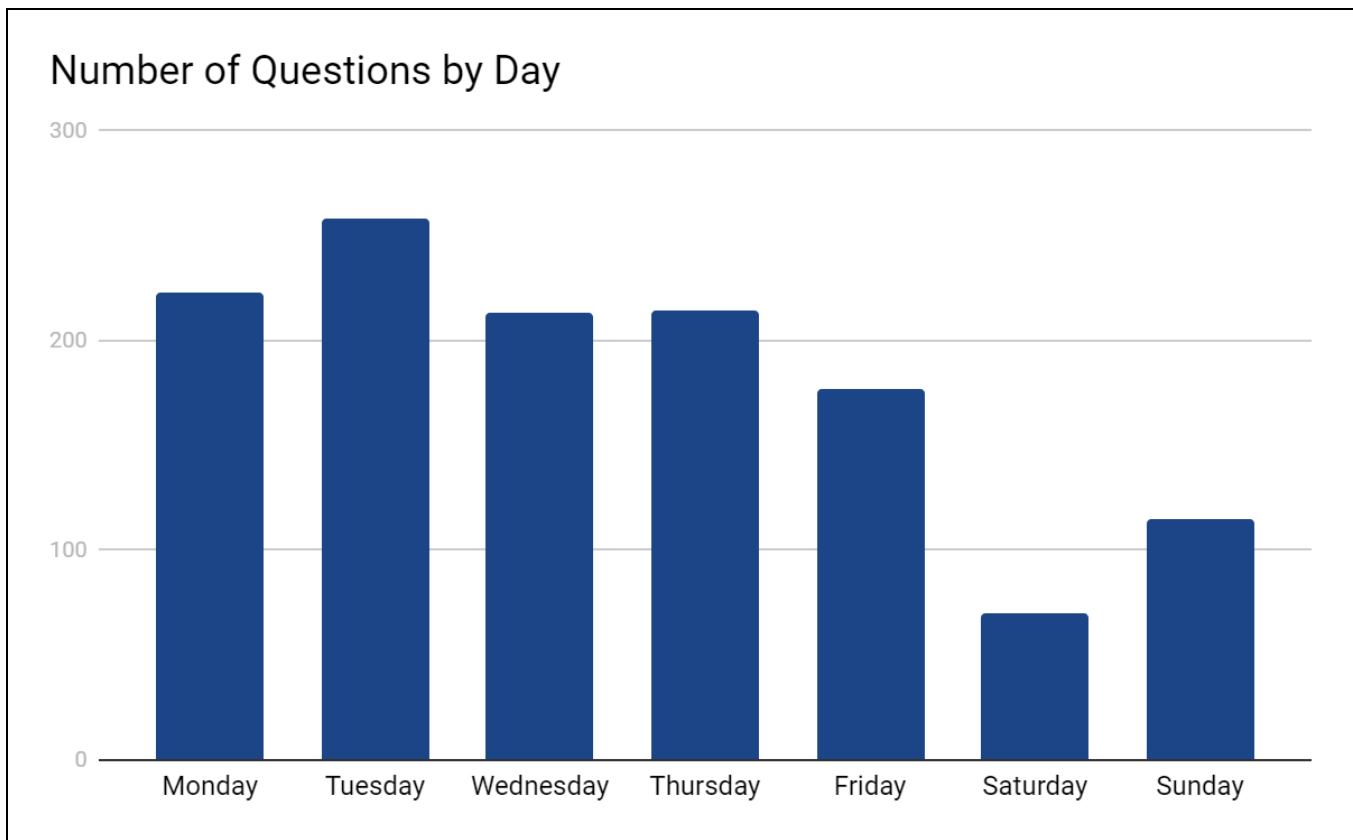
In the 2019-2020 academic year we **answered over 1,200 questions.** Library staff logged 1,270 questions in our reference statistics program, with the data below showing a breakdown of the questions into various types. There was an overall decrease in the number of questions, but this is most likely due to a lack of reporting and large scale campus changes due to the coronavirus pandemic.

2019-2020 Reference Question Statistics

Asked By			Question Type			Format			Duration	
Student	1027		Directional	370		In Person	984		0-5 minutes	1062
Faculty/Staff	44		Lib Operational	224		Phone	91		6-14 minutes	129
Other	199		Technology Use	312		Chat	115		15-29 minutes	33
			Quick Reference	274		Email	74		30+ minutes	46
			Research	90						

Number of Questions by Hour

Hour	
7:00 AM	(bar ≈ 7)
8:00 AM	(bar ≈ 53)
9:00 AM	(bar ≈ 106)
10:00 AM	(bar ≈ 131)
11:00 AM	(bar ≈ 105)
12:00 PM	(bar ≈ 128)
1:00 PM	(bar ≈ 116)
2:00 PM	(bar ≈ 123)
3:00 PM	(bar ≈ 114)
4:00 PM	(bar ≈ 109)
5:00 PM	(bar ≈ 79)
6:00 PM	(bar ≈ 58)
7:00 PM	(bar ≈ 65)
8:00 PM	(bar ≈ 25)
9:00 PM	(bar ≈ 15)
10:00 PM	(bar ≈ 28)
11:00 PM	(bar ≈ 3)

Number of Questions by Day

Day	Value
Monday	~220
Tuesday	~258
Wednesday	~212
Thursday	~213
Friday	~176
Saturday	~70
Sunday	~113

Circulation

2017-18 # of Loans: 8,308
2018-19 # of Loans: 8,317
2019-20# of Loans: 7,366

2017-18 # passport patrons added: 12
2018-19 # passport patrons added: 25

Over 125 individuals now participate in the Oregon Passport program, which allows local community members and other patrons across the state access to our physical collection without a fee. This is one of the ways we support the EOU strategic goal of supporting the region.

Interlibrary Loan and Summit

Interlibrary Loan (ILL) and Summit provide patrons access to materials not held by Pierce Library. Summit is a service for members of the Orbis Cascade Alliance and allows patrons to quickly and efficiently borrow from 38 other institutions. Our Interlibrary Loan service is for borrowing materials not available through the Summit system.

2017-2018 Summit and Interlibrary Loan Items Borrowed and Loaned				
	Books Borrowed	Books Loaned	Articles Borrowed	Articles Loaned
Summit	1,220	1,089	N/A	N/A
ILL	111	773	278	290

2018-2019 Summit and Interlibrary Loan Items Borrowed and Loaned				
	Books Borrowed	Books Loaned	Articles Borrowed	Articles Loaned
Summit	1202 (2% decrease)	1139 (5% increase)	N/A	N/A
ILL	81 (27% decrease)	977 (26% increase)	314 (13% increase)	289 (no change)

2019-2020 Summit and Interlibrary Loan Items Borrowed and Loaned *				
	Books Borrowed	Books Loaned	Articles Borrowed	Articles Loaned
Summit	929 (23% decrease)	733 (36% decrease)	N/A	N/A
ILL	45 (44% decrease)	793 (19% decrease)	241 (23% decrease)	366 (27% increase)

The ILL and Summit statistics decreased in 2019-20 due to the fact that services were suspended for several months because of the pandemic.

Learning Space

In addition to providing information resources, the library offers students and patrons beautiful, natural light filled spaces to conduct research, study, use computers, or meet with groups. These spaces include:

- 9 private study rooms
- 2 study counters
- Tables, nooks, and soft seating
- 58 computers
- Coffee Lounge
- Conference Room

Our study rooms are one of the most popular spaces in the Library. The chart below shows the percentage of time that no rooms are in use, that there is at least one of the nine rooms in use, and the percentage of time that all of the rooms are being used.

2019-2020 Study Room Use			
Time	No Rooms in Use	1 or More Rooms in Use	All Rooms in Use
8:30 AM	20%	80%	0%
9:30 AM	12%	88%	9%
10:30 AM	10%	90%	18%
11:30 AM	8%	92%	18%
12:30 PM	6%	94%	16%
1:30 PM	5%	95%	10%
2:30 PM	5%	95%	19%
3:30 PM	4%	96%	16%
4:30 PM	7%	93%	15%
5:30 PM	2%	98%	13%
6:30 PM	4%	96%	17%
7:30 PM	2%	98%	32%
8:30 PM	1%	99%	11%
9:30 PM	4%	96%	2%
10:30 PM	16%	84%	0%
11:30 PM	23%	77%	0%
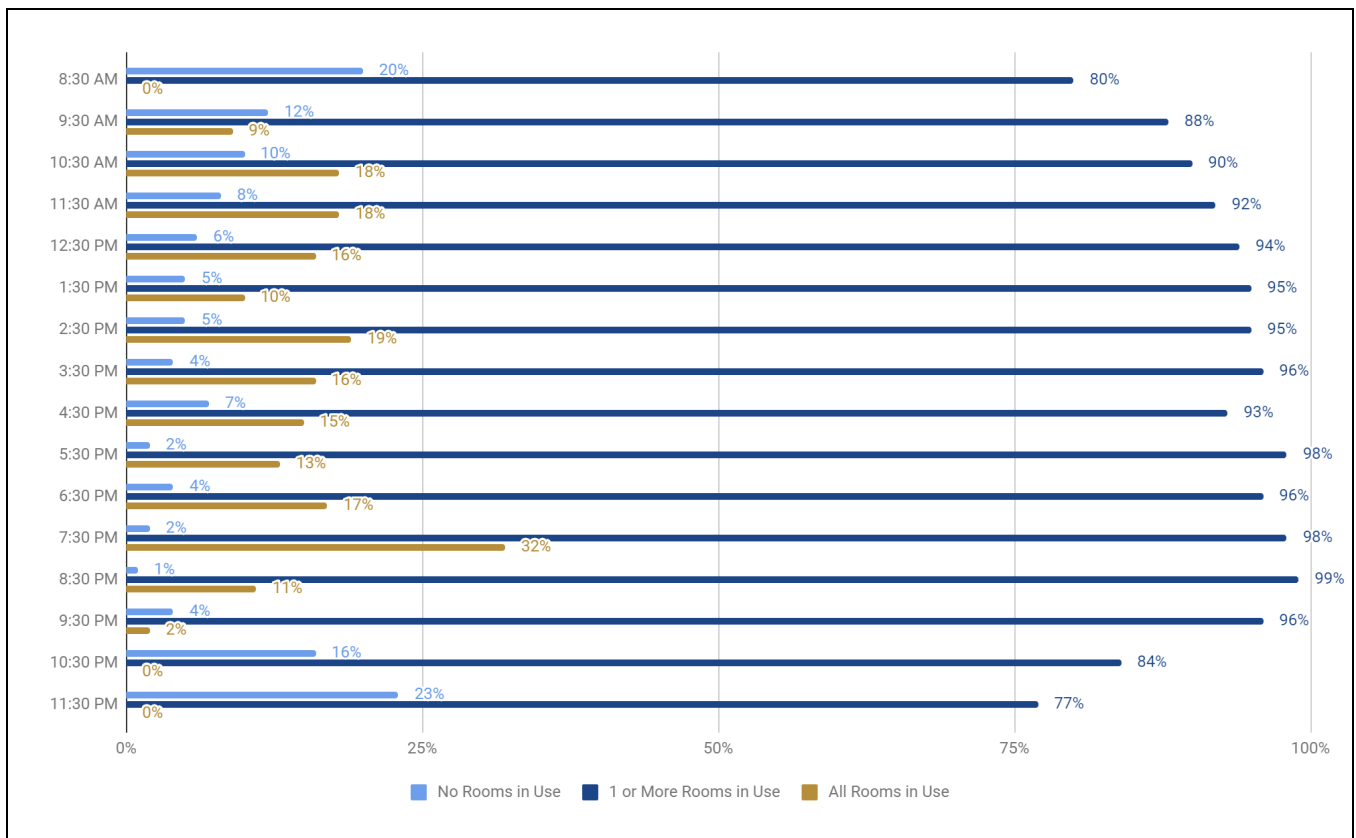
2019-2020 Library Gate Count			
July 2019	1839	January 2020	5937
August 2019	2131	February 2020	7301
September 2019	2344	March 2020	Unavailable*
October 2019	10658	April 2020	Unavailable*
November 2019	7120	May 2020	Unavailable*
December 2019	4161	June 2020	Unavailable*

The counts for March 2020 - June 2020 are not available as the library was closed due to the COVID-19 pandemic.

Events and Promotional Activities

Night Against Procrastination

Pierce Library held a Night Against Procrastination (NAP) event on Sunday October 27th, in collaboration with the Writing Center, the Learning Center, and the 1-Up Game Club. The event featured extended hours, tutoring, pizza, free hot drinks, waffles served by library staff, and prizes, games and activities throughout the night, intended to encourage study breaks. Prizes were purchased this year, with funding from the Pierce Library Coffee Lounge, which also sponsored the food.

Highlights
- **Approximately 160 students attended** – a similar amount to last year.
- **Patron count increased by 77** – while we had about the same number of attendees, students stayed for long durations rather than coming and going. Between 7:00 and 10:00 pm there were over 100 students in the building each hour.
- **Waffle service increased by 22%** - 97 waffles were served at 9pm, until waffles ran out.
- **Reference questions** – decreased from 7 to 3

Other ongoing public services accomplishments during the 2019-20 academic year included, developing numerous book displays, social media marketing efforts, and expanding specialized faculty resources such as the guide to Open Educational Resources.

Student Employment

Student employment at Pierce Library supports the EOU Strategic Plan by emphasizing skills that employers seek and preparing students for success after college (SP Goal 1 Objective 2) . During 2019-2020 Pierce Library **employed 27 student employees** in three departments.

Goal 2: Transformational Education	Objective 1: Excellence in teaching and scholarship Objective 2: Graduates possess the essential learning outcomes employers seek

Goal 3: Grow the Number of Lives Impacted	Objective 2: Students are retained

Goal 4: Thriving University Community	Objective 1: Foster an inviting and supportive university culture that exemplifies EOU's values and principles Objective 2: Support intercultural competency, inclusiveness, and diversity Objective 3: Provide and maintain a campus that promotes quality of life for students, faculty, staff, and the community

Goal 5: Relevance and Interconnection	Objective 2: Be recognized as a leader in promoting rural community prosperity and resilience

COLLECTIONS

Collection Highlights

- With the onset of the COVID-19 pandemic early in 2020, and the expected effects on the library budget, library materials acquisitions were halted, and librarians focused on providing relevant electronic resources made freely available by many vendors. Kanopy and Academic Video Online subscriptions were prioritized to help faculty with online instruction.

Kanopy Usage	2017-2018	2018-2019	2019-20
Visits	2789	4573	5111
Video plays	1615	2394	2768
Number of films triggered (4 views triggers 1 year license)	38	57	75
Cost	$4440.00	$6480.00	$9400.00

- Collections were augmented by the following electronic resources made freely available during the latter half of the year: Flipster current popular periodicals, HeinOnline Academic, Bloomsbury Applied Visual Arts, Bloomsbury Drama Online, Bloomsbury Fashion Central, Bloomsbury Fashion Video Library, TumbleBookLibrary, TeenBookCloud, TumbleMath, AudioBookCloud, Junior Library Guild ebooks, JSTOR and Proquest Academic ebook collections opening some content.
- During the 2019-20 year 16 journals were not renewed, the cost savings offsetting an upgrade to the Sage journal package upgrade. Additionally, a review of serial subscriptions during this year

targeted 19 print and online journals, and 8 standing orders to be cut or not renewed in the 2020-21 year with cost savings of $26,600.00 and $2120.00 respectively.

Gifts

The library received gifts from 12 donors during the 2019-20 academic year. A summary of the donations appear in the table below.

Gifts Received in 2018-2019	
Books	601 titles
Serials	377 issues
Archive Materials	1 hand drawn poster announcing Kennedy visit; 1 DVD with approximately 50 regional photos

Gifts Received in 2019-2020	
Books, Media	298 books, 25 DVD, 3 CD
Serials	6 issues
Archive Materials	none

Collections By the Numbers

Electronic Portfolios							
eBooks	Journals	Newspapers	Other Serials	Theses	Films	Music	Maps/ Atlas
467,191	122,940	2146	24,558	459	25,247	15,809	3,934

Physical Titles							
Books	Journals	Newspapers	Other Serial	Films	Audio	Music Scores	Maps /Atlas
147,309	1,534	216	3,118	4,525	7,107	1,772	4,346

Database Count & Use		
Number of Active Databases	194	

2017-2018	2018-2019	2019-2020
LIBguide views: 20,425	**LIBguide views: 20,625**	**LIBguide views: 20,710**

Most Frequently Used Databases		

2017-2018	2018-2019	2019-20
1 Academic Search Complete 73,712	**1 Academic Search Complete** 91,282	**1 Academic Search Complete** 80,744
2 JSTOR 20,324	**2 PsycInfo** 17,817	**2 JSTOR** 38,018
3 Psychology and Behavioral Sciences Collection (EBSCO) 17,771	**3 PsycArticles** 15,459	**3 PsycInfo** 16,008
4 ERIC 15,087	**4 JSTOR** 12,714	**4 PsycArticles** 11,592
5 Business Source Complete 11,849	**5 Business Source Complete** 12,329	**5 Education FT** 11,345
6 PsycINFO 11,001	**6 Education FT** 12,194	**6 Psychology and Behavioral Sciences Collection (EBSCO)** 10,763
7 Education FT 9,525	**7 Academic OneFile** 10,957	**7 SocINDEX w/FT** 9,915
8 Academic OneFile 8,629	**8 ERIC** 9,740	**8 SPORTDiscus w/FT** 9,718
9 SPORTDiscus w/FT 7,635	**9 SPORTDiscus w/FT** 8,524	**9 ERIC** 8,124
10 SocINDEX w/FT 7,076	**10 Psychology and Behavioral Sciences Collection** 8,463	**10 Gale Academic OneFile** 7,324

Alma Usage Totals	2017-2018	2018-2019	2019-2020*
All Databases	150,772	158,902	170,462
eBooks	17,783	15,334	27,455
Journals	63,915	62,623	156,598

Note usage reporting changed form Counter 4 to Counter 5 during this year

Physical Materials Circulation Statistics			
	2017-2018*	2018-2019	2019-2020
Total Physical Materials	8,461 items checked out	8,317 items checked out	7,366 items checked out
Main Collection	3,127 items checked out	2,948 items checked out	3,068 items checked out
Youth Collection	1,345 items checked out	1,416 items checked out	1,729 items checked out
DVD Collection	452 items checked out	297 items checked out	176 items checked out
Popular Reading Collection	247 items checked out	253 items checked out	207 items checked out
	The total number includes all items owned by Pierce Library that circulated during the year. The other circulation numbers are for specific collections and demonstrate the use and popularity of some of our smaller collections relative to the Main Collection. *Note 2017-2018 numbers were updated in this report to include data for the end of that Academic Year. The report for that year was completed before it was finished.		

Alignment with The Ascent 2029: Collections	
Goal 2: Transformational Education	**Objective 1:** Excellence in teaching and scholarship
Goal 4: Thriving University Community	**Objective 2:** Support intercultural competency, inclusiveness, and diversity
Goal 5: Relevance and Interconnection	**Objective 1:** Educational partnerships are cultivated **Objective 2:** Be recognized as a leader in promoting rural community prosperity and resilience

SYSTEMS and WEB APPLICATIONS

In the previous academic year the Library implemented an IT helpdesk ticketing system designed to monitor, organize and collect data relating to systems and web application work. The ticketing system allows us to better manage support requests, development projects, documentation, and regular maintenance of all library systems and web applications. In the 2019-20 academic year there were a total of 185 tickets opened to address support issues, maintenance, and development projects. The tables below provide more specific details relating to those tickets.

Support Requests from the EOU Community

Support Requests by EOU User Group 2019-2020	
General Support	0
Students	11
Faculty	15
Partner Institutions	1
Library Staff	89
TOTAL	116

Support Requests from Outside the EOU Community

The two categories in this table represent work done for the Orbis Cascade Alliance and any work done for open source software communities that the library contributes to. Both of these categories were added in March of 2020, so the numbers don't fully reflect the 2019-20 academic year.

Systems Work for Outside Groups 2019-2020	
Orbis Cascade Alliance	31
Open Source Communities	2
TOTAL	33

Development and Maintenance of Systems and Web Applications

Development Related Tickets 2019-2020	
Development Projects	5
Development Documentation Created	1
Regular M @4215Calgaryaintenance of Systems and Web Apps	24
Research	6
TOTAL	36

Support Requests Broken Down by System or Web Application

Support Requests by System	2018-2019
Alma ILS	31
Primo	34
EZProxy	22
Library Website	19
Digital Archive (Omeka)	10
Vendor Databases	12
Guide on the Side	3
ClioWeb (ILL)	0
Google Services	0
Hardware	13
Software	7
General IT	28
LibGuides	1
Amazon Web Services	2
osTicket (Helpdesk Ticketing System)	3
ArchivesSpace	0
TOTAL	185

2019-2020 Systems Projects

This section addresses notable projects that were completed in the 2019-20 academic year.

Automate Invoice Payment Between Alma and Banner

The library uses a Library Service Platform (Alma) for all major aspects of library operations, including accounting. Significant developments needed to be done in order to allow Alma to communicate with EOU's Enterprise Resource Planning system (Banner) . The goal for this project was to allow invoices in Alma to be automatically paid through Banner so that the Library's Accountant wouldn't need to add

duplicate invoice information in both Alma and Banner. Setting this communication up required participation from Library Systems, Campus IT, and Accounting. This development was built in such a way that if errors occur anywhere in the process they are reported in detail to the Banner Systems Analysts, the Systems Librarian, and the Library's Accountant, which allows for very efficient troubleshooting if things go wrong.

Build PCSG Server

EOU's Systems Librarian served as the chair of the Orbis Cascade Alliance's Primo Customization Standing Group (PCSG) during the 2019-20 academic year. This group is tasked with developing unique customizations using the AngularJS framework for the Primo Discovery Layer shared by the 38 Alliance member institutions. AngularJS is a client-side platform, meaning the group had been limited to creating new developments that didn't use any server-side processing, which was quite limiting to the kinds of developments PCSG could do. This precipitated a large scale project to build a server using Amazon Web Services, so that the group could create more dynamic customizations that rely on server-side processing, as well as the ability to use more robust APIs in their developments. EOU's Systems Librarian played a very large role in building, configuring, and maintaining that server, and created comprehensive documentation for its continued maintenance after stepping down as chair at the end of the 2019-20 academic year.

Refactor Favorites Warning Code

Another significant Primo Customization Standing Group project EOU's Systems Librarian was involved in was refactoring code for a customization he had done in the previous academic year. The functionality of that development was to alert people to sign into their Primo account so that the research materials they put into a favorites list would be permanent. This feature is not something Primo offers out-of-the-box, so it was necessary for the Orbis Cascade Alliance to build it themselves. The November 2019 release of Primo broke that customization in a pretty significant way, requiring a great deal of new code to be written so that it would work in the new framework. Having to refactor that code ended up making the customization more efficient as well as more congruent with web-accessibility standards. It also utilizes fundamental components of Primo's underlying framework, making it less likely to break in future updates.

Move EZProxy to a Docker Image

Docker is a software container platform that EOU's IT department has been interested in using to deploy services to students and staff. They felt that the library's proxy server (EZProxy) for allowing people to access databases from off-campus would be a good candidate for trying Docker, so in conjunction with the Systems Librarian, a Docker image was successfully built and deployed into production. There were two advantages to containerizing EZProxy with Docker. The first is that Docker images are highly portable, making it really easy to build sandbox environments that are almost exactly the same as the production environment. This makes it very easy to troubleshoot problems and test updates before implementing them in production. The second advantage is that it made it easier to implement a freely available SSL certificate through the Open Source certificate authority Let's Encrypt, saving the library the cost of getting an SSL certificate from a fee based certificate authority.

Bulk Uploads of Dorian Hunt Hall Records to Omeka

The Systems Librarian worked with the Library's Head of Collections Access and Management Services to develop a process for making bulk uploads of digital images into the Library's Digital archives. A key component of this project was to make sure proper metadata fields were used so that each record could be harvested by the Orbis Cascade Alliance's harvester, allowing for EOU records to be included in the Archives West regional digital archives collection and the Digital Public Library of America's national archives repository. Configurations in the library's digital archive system, Omeka, were necessary to allow for this kind of batch uploading. A spreadsheet template was also created to ensure proper data fields were used. The resulting process was then used to upload over 600 images of the Dorian Hunt Hall photos taken just before the building was demolished. This has paved the way for any other bulk uploads that may be necessary in the future and will save countless hours of data entry.

Alignment with The Ascent 2029: Systems and Web Applications	
Goal 5: Relevance and Interconnection	**Objective 1:** Educational partnerships are cultivated **Objective 2:** Be recognized as a leader in promoting rural community prosperity and resilience
Goal 6: Financial Sustainability	**Objective 1:** Develop and foster a culture of fiscal responsibility, accountability, and security for all university funds

LIBRARY BUDGET

Budget				
Academic Year	**Materials Budget**	**Note**	**Services & Supplies budget**	**Note**
2017/18	$445,800.00		$114,413.00	
2018/19	$459,181.00	Includes increase for continuations inflation	$114,413.00	
2019/20	$476,831.00	Includes increase for continuations inflation	$114,413.00	

2019-2020 Materials Expenditures	
Index	**Expenditure**
ALB204 (membership)	$9,492.00
ALB205 (Online processing & Bindery)	$15,051.72
ALB206 (Membership, Online processing)	$14,595.82
ALB201 (monographs, serials)	$259,220.30
Spec Coll	$2853.41

Digitization	$0.00
Newspaper Microfilm	$0.00
ALB202 (monographs, serials, subscriptions)	$151,839.32
Video Streaming	$15,366.00
Lost/Damaged/Replacements	$1359.90

2019-2020 Services & Supplies Expenditures	
Services & Supplies	$98,290

Goal 6: Financial Sustainability	**Objective 1:** Develop and foster a culture of fiscal responsibility, accountability, and security for all university funds

ACCOMPLISHMENTS, PROFESSIONAL DEVELOPMENT, and SERVICE

Note: due to COVID-19 closures, in-person conferences usually held during Spring term were canceled, and library faculty had less opportunities to attend or present during this time.

Jeremiah Kellogg
- Served as Chair of the Orbis Cascade Alliance's Primo Customization Standing Group (PCSG).
- Served on the Orbis Cascade Alliance's Systems Team.
- Attended the Orbis Cascade Alliance Summer Meeting in Tacoma, WA.
- Regularly presented PCSG customizations at Orbis Cascade Systems open calls.
- Published an article in the July/August 2019 issue of Computers and Libraries: "Using OsTicket to Track and Quantify Systems Librarian Work."

Sally Mielke
- Attended the Orbis Cascade Alliance Summer Meeting in Tacoma, WA.
- Completed EOU Crucial Conversations Training
- Mentor/collaborate with North Powder School District librarian

Sarah Ralston
- Continued to serve as a board Member-at-Large in the Information Literacy Advisory Group of Oregon (ILAGO).
- Authored a book chapter on High Impact Practices in academic libraries focusing on FYE programs.

Sarah Rowland
- Served as a Member at Large for the Association of College & Research Library (ACRL) board.
- Served as Chair of Documents Interest Group of Oregon (DIGOR).
- Served as a Member on the OLA Library Development and Legislation Committee.

EOU Committee Service

- Budget & Planning Committee: *Theresa Noldeke*
- CTLA: *Sally Mielke*
- Diversity Committee: *vacant*
- EPCC: *Sally Mielke*
- FPC: *Sarah Ralston*
- Faculty Senate: *Jeremiah Kellogg*
- Integrative Studies Faculty Council: *Theresa Noldeke*
- Library Personnel Committee: *Theresa Noldeke, Sally Mielke*
- Library Name Committee: *Katie Townsend*