



Langara Library & Learning Commons Annual Report

APRIL 2017 – MARCH 2018

Langara.

THE COLLEGE OF HIGHER LEARNING.



Langara Library is at the heart of a vibrant, engaging and exciting educational experience, and an essential contributor to academic excellence – a progressive academic library, fully integrated with the teaching, learning, and research at Langara College.

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Introduction.

The penultimate year of the Library and Learning Commons Strategic Plan finds us working through our final goals as earlier initiatives reach maturity. In the past three years (since 2014/15), information literacy classes have increased over 60%, reference questions by 42%, online journal downloads by 20%, and physical materials use by 7%.

Our continuing advocacy efforts resulted in our first ongoing operating and collection budgets' increase since 2009 – well-needed considering the expanding services offered at the Library and the increase in students, sections, and faculty at the College. This budget increase funds inflation costs and contract increases that have accrued over the years; however, we have more work to do growing our collections and resources as programs, faculty, and expectations change.

Personnel changes dominated 2017/18 with three permanent and three temporary positions filled due to retirements, maternity leaves, and a LFA work release (twice). We recruited great librarians and library technicians, a tribute to our reputation as a collegial and innovative environment, and our willingness to support and advocate for our students.

Once again, the Library and Learning Commons' Annual Report reflects upon a year of activities, events, and triumphs. Underlying the report is the hard work, collegiality, and enthusiasm of librarians and library technicians who strive to ensure students succeed at Langara. Enjoy the read as we continue to evolve and innovate for an even better 2018/19.

Patricia Cia
Director, Academic Innovation

Perhaps the library's role can be best summarized by these comments:

“I don't know what we instructors would do without people like you at Langara.”

– Instructor working with the Copyright Office

“Thank you! You saved me from losing a few marks on my paper.”

– Langara student on AskAway chat

“I wanted to thank you for the lesson today. It was perfect – informative, thorough, and engaging.”

– Instructor after a class visit from their subject librarian

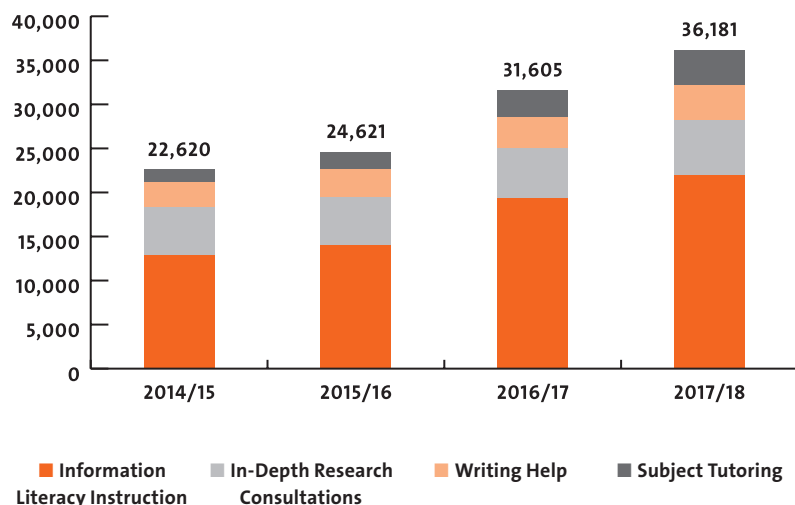
Learning & life competencies.

SHARING UNIQUE EXPERTISE

The Library & Learning Commons helps students master the life skills and competencies necessary to thrive in the 21st century. Information literacy instruction and research consultations help students locate, evaluate, and effectively use information both in their studies and in an increasingly complex information environment. The Writing & Tutoring Centre offers customized support for students seeking assistance with writing and coursework. Combined, the Library offers a one-stop-shop of supports to ensure student success at Langara.

ACADEMIC SUPPORTS AT THE LIBRARY AND LEARNING COMMONS

Number of Participants



LIBRARY INSTRUCTION A CORE COMPONENT OF STUDENT LIFE AT LANGARA

The Library's instructional program continues to break records in both the number of classes delivered and the number of students reached. Compared to four years ago, the number of classes delivered by the Library has increased by 108% and the number of instances of students receiving instruction has risen by 141%.

Significantly more instructors are taking advantage of in-person instruction by bringing their class to the Library's Teaching Lab or hosting their subject librarian in their classroom. In 2017/18, librarians taught 467 in-person information literacy classes, totaling 647 hours of instruction by librarians (not including class preparation time).

“Thanks so much for the excellent and very helpful presentation today. The students are so lucky to have all these amazing resources.”

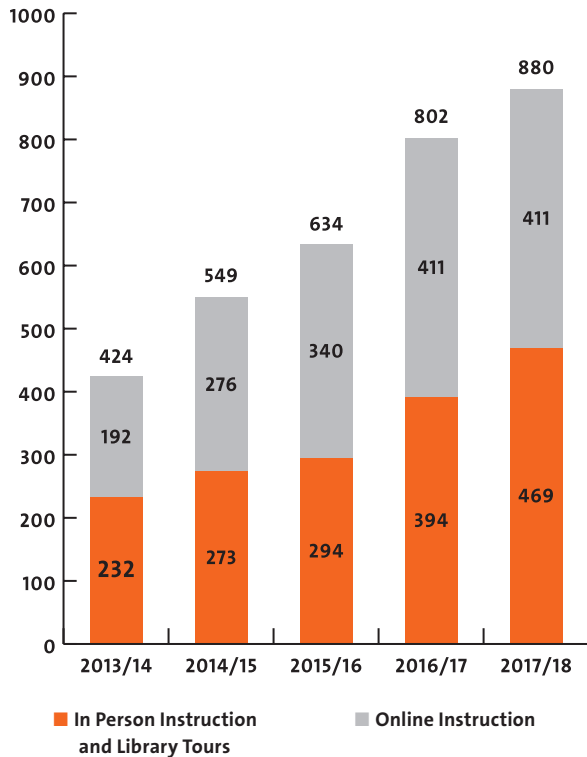
“When I told the students more about their assignment, I could see these ‘a-ha’ moments where they realized why what you told them was important.”

– Instructor comments after in-class sessions with their subject librarians

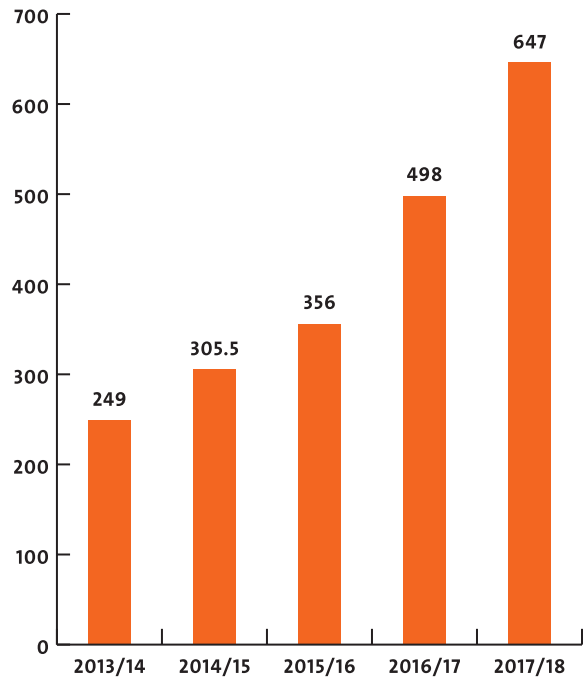
REFRESHING THE *INTRODUCTION TO RESEARCH TUTORIAL*

In January, the Library launched a revitalized version of its Introduction to Research online tutorial. Completed by over 1,000 students in the January–April semester, the new tutorial features interactive learning objects, challenging quiz questions, and updated content in alignment with the Association of College & Research Libraries' (ACRL) Framework for Information Literacy in Higher Education.

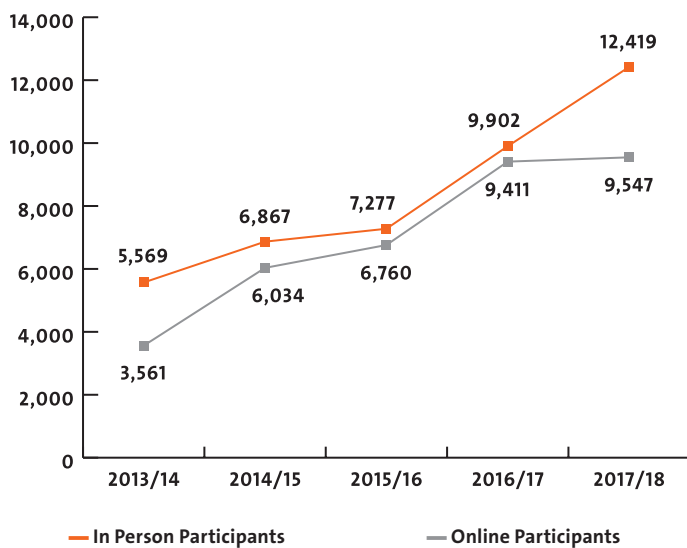
CLASSES BY MODE OF INSTRUCTION



IN-PERSON TEACHING HOURS



INSTRUCTION PARTICIPANTS 2013/14 – 2017/18

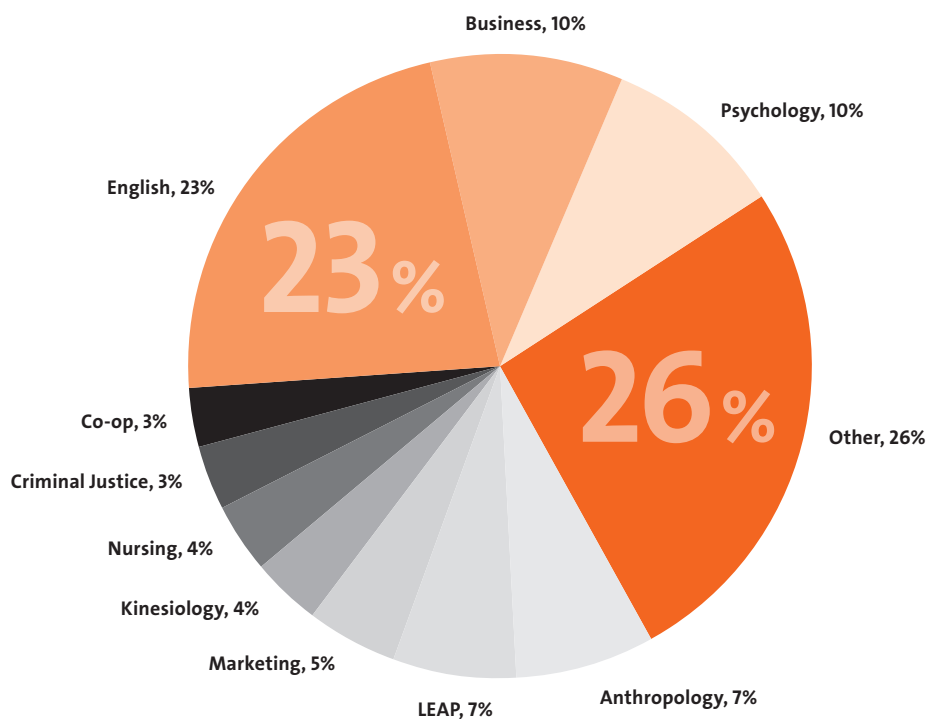


“Thank you so much for going the extra mile to put this assignment information together.”

“You went above and beyond.”

– Instructor comments after in-class sessions with their subject librarians

LIBRARY INSTRUCTION BY DEPARTMENT
Number of Classes



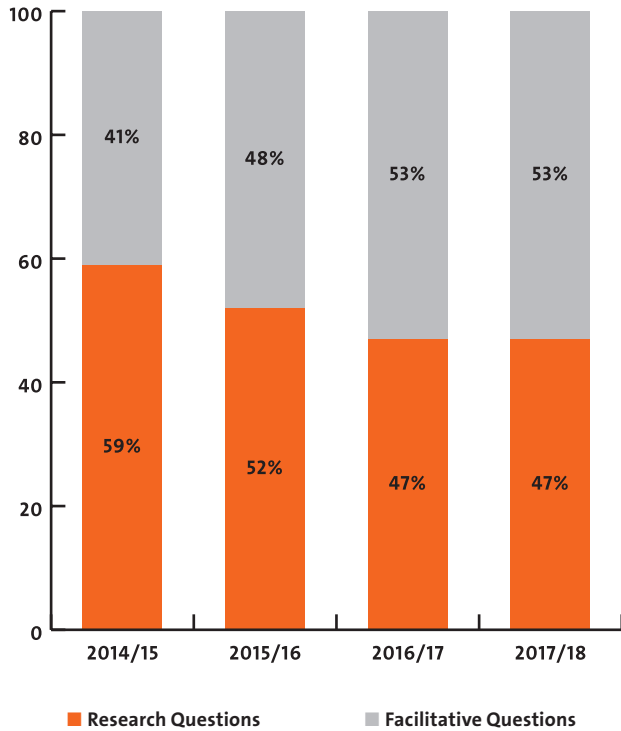
RESEARCH CONSULTATIONS A KEY SUPPORT FOR STUDENTS

Research-related questions account for close to half of all staff interactions with students. Of these interactions, in-depth research questions (basic to advanced research questions and citation questions, which tend to take longer to answer than “known item” or technology-related research questions) increased 8% from 2016/17. Library staff perform these consultations in-person and on the telephone, as well as online via e-mail, AskAway chat, and SMS text messaging.

“I want to hug you! Thank you very very much! You were so clear and precise in all the explanations.”

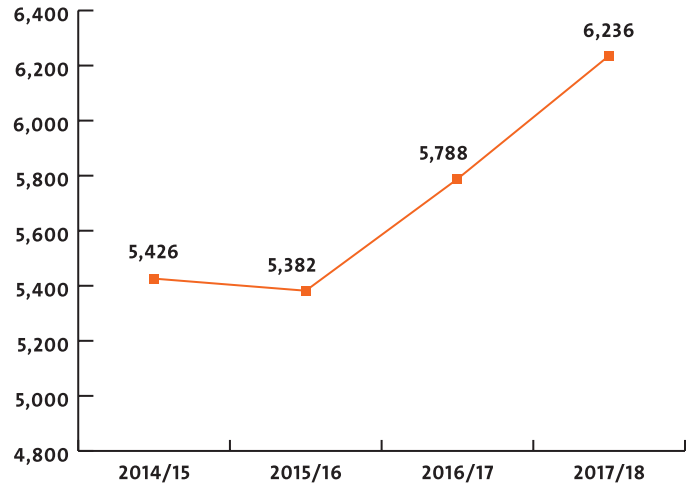
– Student at Reference Desk

QUESTION TYPE



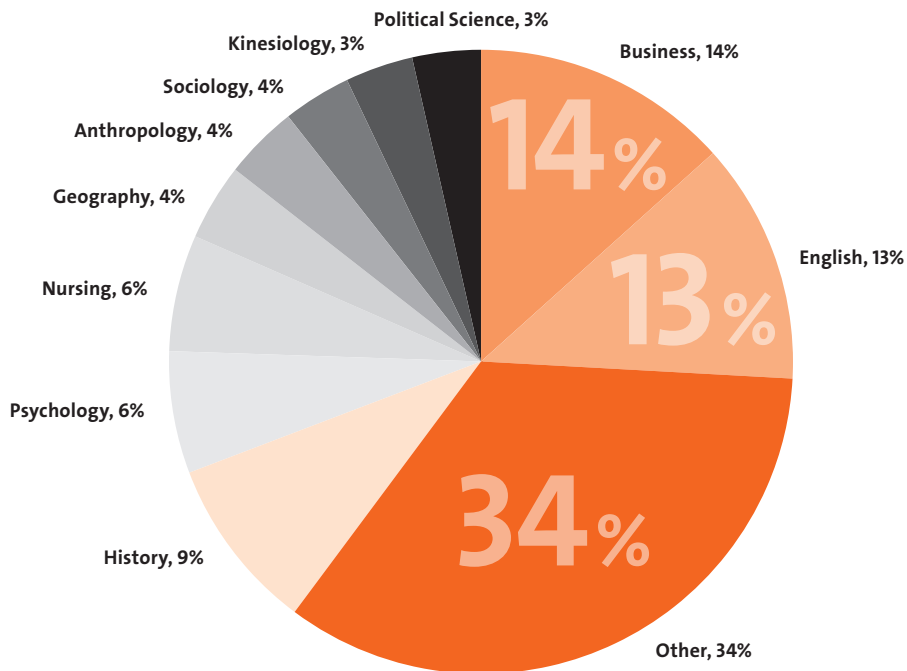
“Research Questions” are all questions received excluding Facilitative and Referral questions.

IN-DEPTH RESEARCH CONSULTATIONS



“In-Depth Research Questions” are those identified as Basic, Intermediate, or Advanced Research, as well as Citation questions.

STUDENT QUESTIONS BY DEPARTMENT



WRITING & TUTORING CENTRE

The demand for tutoring services continues to grow. Compared to last year, the number of visits to the Writing & Subject Tutoring Centre increased 25%. Computer Science and Economics students drove much of the growth in subject tutoring while other subjects such as Biology and Chemistry saw more moderate increases.

WriteAway, a shared online writing support service, has become a crucial support for students, particularly the College's growing international student population. Of the 613 submissions to WriteAway, 72% came from English as an Additional Language (EAL) students.

Students are satisfied with tutoring services provided in the Learning Commons. The Writing and Tutoring Centre conducted an exit survey of students between September 18 and October 6, 2017. Of the 188 respondents who completed the survey, 88% rated their visit with a tutor as useful or somewhat useful. The result is consistent with similar surveys conducted in the past.

WRITING CENTRE WORKSHOPS

Number of workshops: 6

Attendees: 62

Topics:

- Integrating Sources into Essays
- Research and Writing Clinic
- Essay Writing
- Avoiding Plagiarism

STUDENT SUCCESS WORKSHOPS OFFERED BY THE COUNSELLING DEPARTMENT

Number of workshops: 132

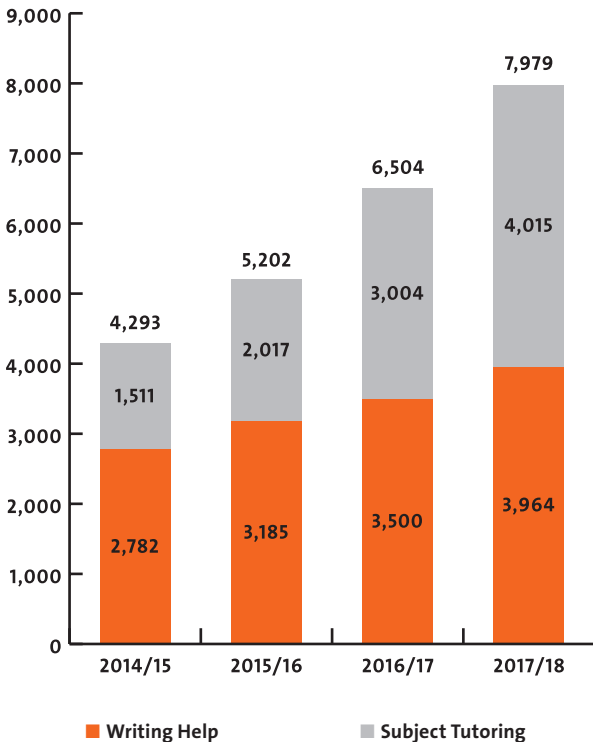
Attendees: 2,091

Topics:

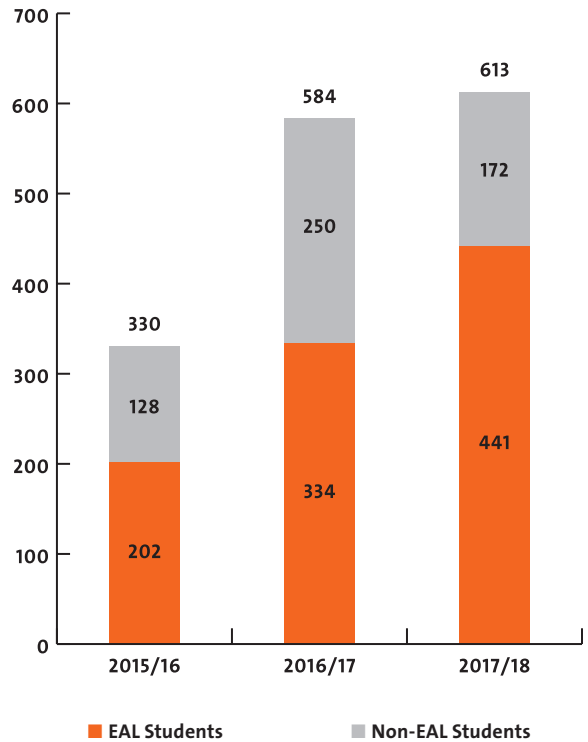
- Time Management
- Learning and memory
- Note-taking
- Speed reading
- Super Learning
- Stress Management
- Resilience 101
- Exam Anxiety

*Two sessions of each workshop are generally offered. Does not include faculty requested workshops conducted for individual courses.

WRITING & TUTORING CENTRE VISITS



WRITEAWAY SUBMISSIONS

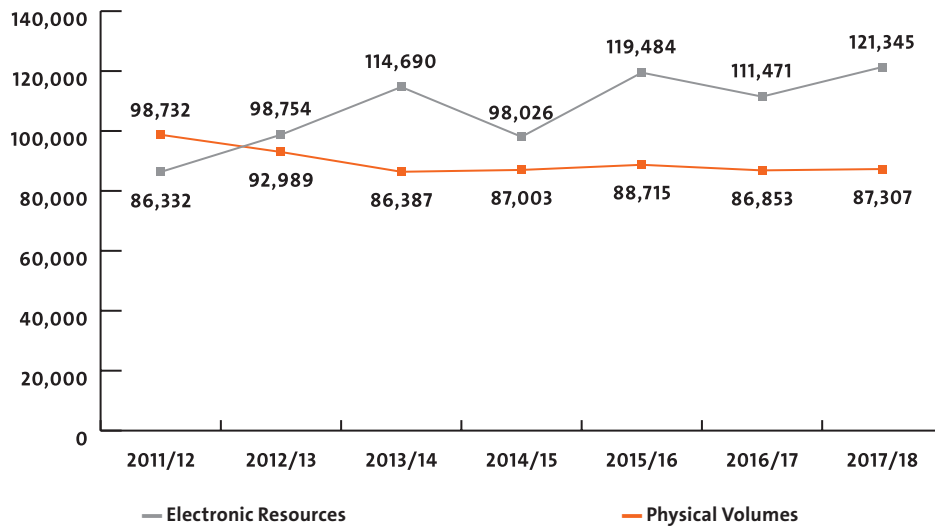


Content & resources.

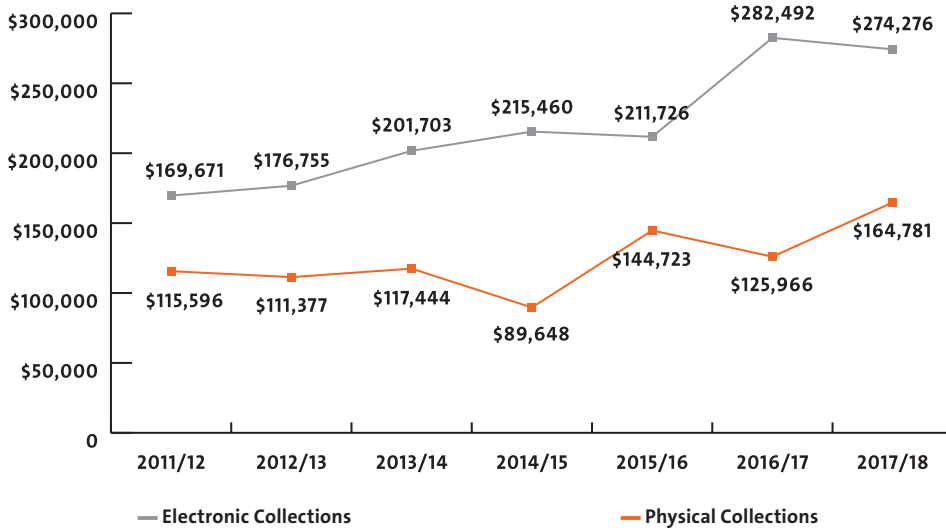
CURATED, SEAMLESS, DYNAMIC

Langara librarians work to curate dynamic, cost effective collections designed to meet the information needs of students and instructors. By carefully selecting materials, often in consultation with academic departments and instructors, the Library's collection remains focused on Langara's unique context. Further, materials are collected in a variety of formats, including print, physical media, and electronic content which allows for multiple modes of use such as off-site electronic access to academic literature. The Library also captures the creative production of Langarans by collecting books published by Langara instructors and through the establishment of an institutional repository (The LaIR), a platform to curate and preserve the College's research output and learning objects.

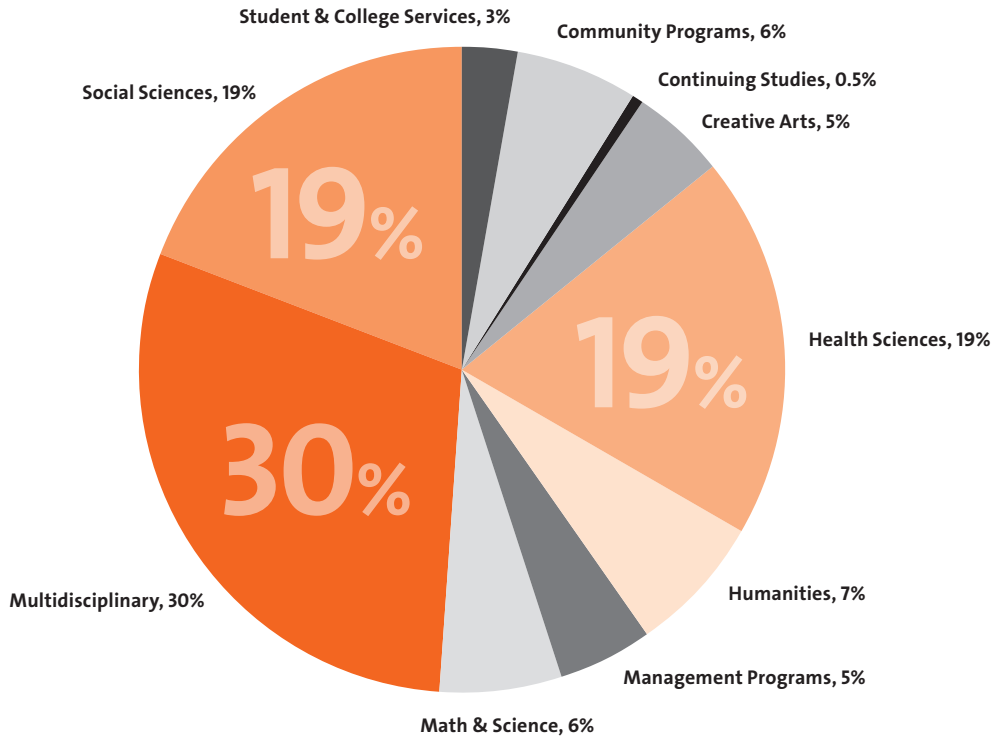
PHYSICAL & ELECTRONIC COLLECTIONS
2011/12–2017/18



PHYSICAL & ELECTRONIC COLLECTIONS
2011/12–2017/18



ORDERS BY AREA (ALL FORMATS)
Total Expenditures: \$516,117



EBSCO DISCOVERY SERVICE (EDS)

The Library debuted a new discovery layer in advance of the fall semester. The change to EBSCO Discovery Service (EDS) most noticeably affects the Quick Topic Search on the Library's homepage. While the Quick Topic Search maintains the core function of searching the Library catalogue as well as many article databases, it also has several new features:

- Predictive text
- Book reviews and "similar books" links for book records
- AskAway widget on results page
- Citation features for books and eBooks
- "Search within" feature for e-journals that are found in EBSCO databases

THE LaIR GENERATES BUZZ AROUND CAMPUS

On March 29, Langara held its annual Scholarship Café, showcasing the research efforts of students and faculty researchers at the College. The event highlighted the Langara Institutional Repository (The LaIR) with an information booth and a presentation by The LaIR coordinator, Alli Sullivan, who encouraged attendees to contribute their research materials, presentations, posters, and publications to the repository.

Meanwhile, The LaIR continues to add new digital collections from publications such as *HiPo: The Langara Student Journal of History and Political Science*, *Pacific Rim Magazine*, and *The Voice*, as well as an archive of the *My Mother's Story* collection. To accommodate the increasing number of submissions to The LaIR, the Library welcomed Grace Cao, a Langara Library and Information Technology student, to assist with the upload of digital objects.



COPYRIGHT FOR INSTRUCTORS ONLINE TUTORIAL

Online library tutorials are not just for students anymore! The Copyright Office launched its first online tutorial, *Copyright for Instructors*, which outlines the copyright essentials instructors must be aware of when creating courses at Langara. Instructors self-register for the course through Brightspace and can complete the tutorial in 60 minutes or less. Topics covered include:

- Creating lecture slides
- Copying journal articles
- Copying book excerpts
- Copying internet materials
- Sharing videos

The online tutorial complements the Copyright Office's in-person workshops, including *Copyright for Educators* and *Copyright for Creators*.

VHS REPLACEMENT PROJECT

As of September 2018, VHS will no longer be a supported format at the College. The Library has analyzed the collection to determine which of the Library's VHS titles are still being used in order to source replacements on DVD or streaming video. In consultation with faculty, departments, and subject librarians, VHS titles that are no longer being used or determined to be of no value to curricula or research will be removed from our collection.

SKELETONS IN THE COLLECTION

This February, the Library added a human skeleton anatomy model to its collection to support the curriculum needs of various departments, including Registered Massage Therapy, Anthropology, Biology and Kinesiology. Early feedback from students has been positive, with one group reporting that they appreciated being able to physically handle the bones they had been learning about in class. So far, the cranium-mandible has proven to be the most popular bone set.



**Do you know your
copy rights?**

COPYRIGHT FOR INSTRUCTORS – A NEW ONLINE TUTORIAL

Langara.
THE COLLEGE OF HIGHER LEARNING.

**“I don’t know what we instructors would do
without people like you at Langara”**

**“[Your response] was really clear and
thorough, and really fast!”**

**“I hit the jackpot asking you for direction
on this question.”**

– Instructors working with the Copyright Office



TRACKING INTERLIBRARY LOAN ARTICLE REQUESTS

In 2014/15, when the Library procured two new online collections, the Wiley Online Library and Taylor & Francis Online, the number of interlibrary loan (ILL) requests dropped significantly in the following years. However, the demand for articles borrowed from other libraries grew in 2017/18, as the number of ILL articles supplied to the Langara community increased by 25%. The Library's collections team will investigate this uptick – it may reflect a needed resource, a change in subject interest, or a change in research needs or habits among the Langara community.

NEW ONLINE RESOURCES

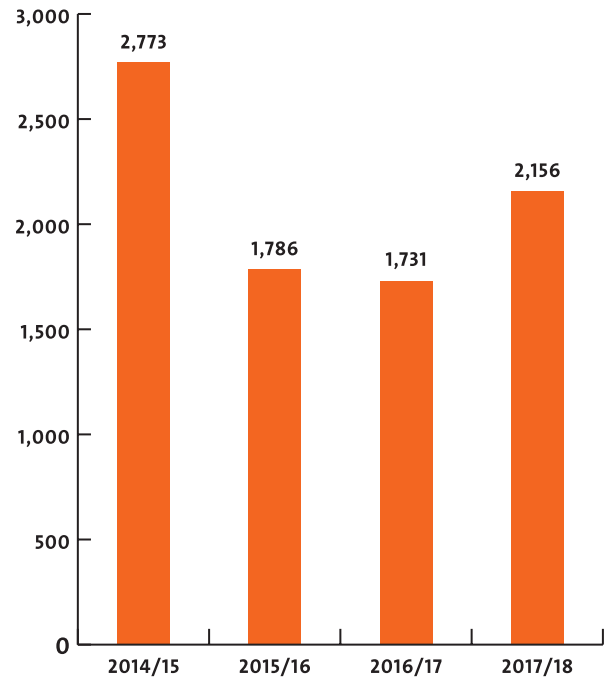
The Langara Library subscribed to APA Style Central, a product from the American Psychological Association (APA) designed to assist instructors and educate students on the proper application of the rules of APA Style in their writing.

This new resource offers a sophisticated writing program, along with an extensive collection of pedagogical tools, guidance on scholarly writing and the research process, and full integration of and direct access to the text of the APA Publication Manual.

Other additions and changes to the Library collection include:

- Criminal Justice Abstracts with Full Text, a database that supports criminal justice and criminology research
- Migrating many of the Library's eBooks to ProQuest's new platform, Ebook Central
- Frontier Life, a digital collection focusing on "settlement, existence and interactions at the edge of the Anglophone world from 1650-1920." The resource includes primary source documents from the Glenbow Museum and the Hudson's Bay Company Archives.

ILL RECEIVED FROM OTHER LIBRARIES



Interactive spaces.

INNOVATIVE ENVIRONMENTS FOR LEARNERS

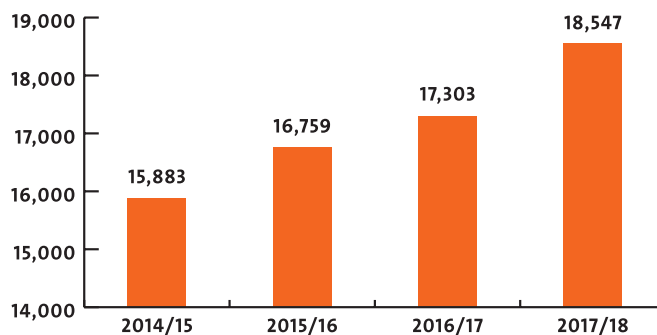
The Library and Learning Commons is at the heart of a vibrant, engaging, and exciting experience at Langara. Students continue to visit the physical space and interact with staff in record numbers. The Library strives to keep improving its physical and virtual spaces to best meet the academic needs and habits of library users. In 2017/18, the Library reimagined areas of the Library building and connected with students through new and existing social media channels.

STUDENT VISITS AND STAFF INTERACTIONS ON THE RISE

The Library is busier than it has ever been, shattering previous gate count records. Almost 775,000 people visited the Library in 2017/18, a 7% increase from the previous year. Group study rooms continue to be a significant draw for students, also increasing 7% in hours booked from 2016/17.

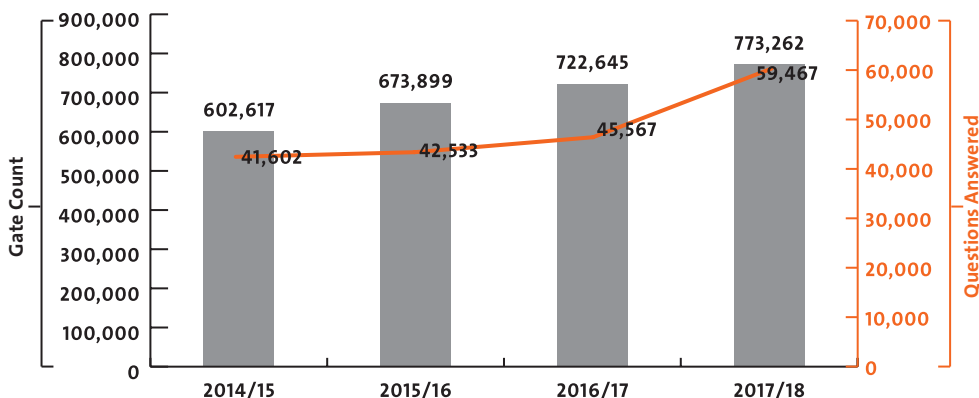
Unsurprisingly, the drastic increase in traffic has resulted in additional interactions between students and library staff. Staff members answered almost 14,000 more questions compared to last year, a 31% increase. Interestingly, while the Borrower Services team has seen a sharp increase in the number of questions received at the Check Out Desk, the Reference Services team has seen the number of questions at the Reference Desk decrease slightly. Anecdotal feedback indicates that international students have been more apt to connect at the Check Out Desk with facilitative questions.

GROUP STUDY SPACE BOOKINGS
By Hours Booked



Group study spaces include group study rooms (8), smart tables (4), and theatre/presentation rooms (2).

VISITORS AND QUESTIONS ANSWERED

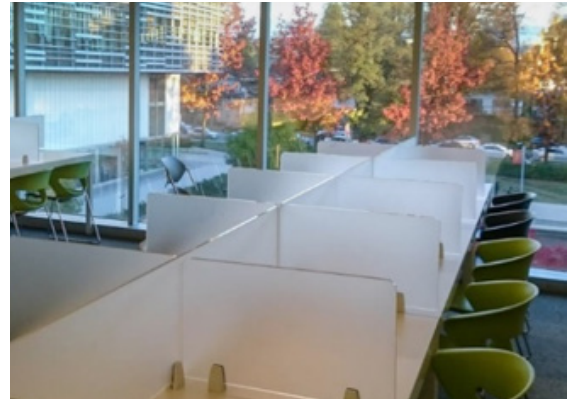


NEW THIRD FLOOR FURNITURE

With more students on campus, the Library is working to balance students' need for defined quiet study spaces with the unavoidable noise in an increasingly busy building.

Following two observational studies conducted in 2016/17, the Library identified the third floor as an underutilized space. As such, new tables were added to the area with translucent dividers that create the feel of carrels while allowing for natural light.

The Library conducted another observational study in November to determine whether the new furniture was successfully managing student traffic. The study found that students were indeed distributed more evenly throughout the third floor.



FOLLOW @LANGARALIBRARY ON INSTAGRAM

At the beginning of January, the Library surveyed visitors to the Library regarding their social media use to inform the expansion of the Library's social media presence beyond its Facebook page. The survey asked students to indicate the social media platforms they currently use and to identify their favourite platform. Based on this feedback, the Library launched an Instagram account for a one-year pilot.

The Instagram account strives to increase our outreach by meeting and connecting with students in online spaces they already use. It features content that students can interact with in a more casual manner, making the Library a friendly and inviting online presence and ideally encouraging students to feel the same way about visiting the physical space. Photo content includes get-to-know-you staff profiles, favourite study spots, and collection highlights.

Keep up to date with the Library's Instagram at <https://www.instagram.com/langaralibrary/>



Connecting with students.

A YEAR IN REVIEW

SEPTEMBER

During the first week of September classes, the Library & Learning Commons hosted a successful open house introducing new and returning students to various resources and supports. In addition to meeting staff, students had an opportunity to enter various contests, take a book from the College's Book Share, snap a picture in a photo booth, and tinker with LEGO and Jenga.



OCTOBER

On October 18, the Library hosted its first ever Video Game Night. Scheduled around midterms, the drop-in event allowed students to take a break from their studies and unwind while playing a variety of PS4 and Wii games. Close to 30 students dropped by the event and the feedback was overwhelmingly positive. Following this successful trial run, the Library hosted a second Video Game Night as part of De-Stress Fest in December.



Halloween is always a ghoulishly good time at the Library. This year was no exception, with costumes ranging from a cowboy to a pair of witches and spooky decorations displayed throughout the building.

NOVEMBER

Collaborating with the Latin American Studies Department, the Library showcased its collection and the creativity of library staff in a Day of the Dead display, while using the Library Facebook page to help spread the word about Day of the Dead events across campus.



Our costumed crew lines up at the Check Out Desk while Jughead Jones enjoys our graphic novel collection.



DECEMBER

Collaboration and cookies highlighted the revitalization of De-Stress Fest, as the Library worked with the Hub to provide more treats and refreshments to weary students than ever before, and to coordinate the schedule of student activities for the first time, ensuring a variety of activities and student supports were spread out over the two week exam period.

JANUARY

January 24 is #LibraryShelfieDay! The Library celebrated this important date with a special library-themed 'shelfie' on the brand new @LangaraLibrary Instagram account!

FEBRUARY

In celebration of Freedom to Read Week, the Library showcased books in the collection that have been banned or challenged in the past. As part of the event, students identified the banned books that they have read on a white board on a white board in the library lobby. The white board was such a popular feature in the Library that staff had to wipe it and start fresh several times through the week! The Library also ran a social media campaign that highlighted staff members' favourite banned books. The posts received significant engagement on both Facebook and Instagram.

February was also Fair Dealing Week. Students completed copyright quizzes for a chance to win Starbucks gift cards and the Copyright Office prepared social media posts to educate students on their fair dealing rights.

MARCH

March 6 marks International Women's Day, which the Library celebrated with a display featuring books highlighting feminist theory and authors.



Library staff Mia and Meaghan with two furry friends who dropped by to hand out cookies for De-Stress Fest in December.



Community connections.

MEANINGFUL RELATIONSHIPS

The Library and Learning Commons fosters active, close, collaborative working relationships with all of its communities – the College, other post-secondary institutions, the library profession, and Vancouver residents. These community connections were apparent in the various collaborative events hosted this year, as well as fundraising and awareness campaigns spearheaded by library staff.

A COLLABORATIVE APPROACH TO DE-STRESS FEST

De-Stress Fest is a popular tradition at the Library during exam time. Over the years, the Library has hosted numerous events ranging from therapy dogs and yoga to massages from Langara's RMT students. This year, the Library partnered with the Hub and Communications & Marketing to expand the reach of the event beyond the Library building. The collaborative relationship allowed for better promotion of library events, such as RMT massages, Video Game Night, the colouring lounge, and Re-Fuel Stations, while also highlighting complementary De-Stress events hosted by other campus units, including:

- Therapy dogs in the LSU
- "Wellness kits" provided by the Hub
- Smudging and cedar brushing sessions hosted by the Indigenous Gathering Space
- Final Exam and Test Anxiety Workshops facilitated by the Counselling department

This collaborative approach resulted in one of the most successful De-Stress Fests to date and will continue into the future.



OPEN EDUCATION WEEK

During Open Education Week (March 5–9), Open Langara hosted several events to raise awareness of open education on campus. Lucas Wright and Krista Lambert from BCcampus spoke to faculty and staff about the importance of open education and how open educational resources (OER) can make education more affordable and accessible for students. Following Lucas and Krista's talk, Darcy Lovsin from the Library and Julian Prior from the Langara Educational Technology department hosted a workshop to provide instructors with hands-on experience locating, accessing, and adapting OER in their field. The week was rounded out with an awareness campaign highlighting the number of Langara students who have taken courses that incorporate OER and the amount of money students have saved from using open resources.

Open Langara is pleased to announce two new open textbook projects underway at the College. During the summer 2018 semester, instructors from the Chemistry and Biology departments are adapting open textbooks for their fall 2018 courses. With these contributions to the open community, Langara College continues to be a leader in open education in British Columbia.

SOS: LIBRARY TAKES HOME TOP PRIZE AT LANGARA COOKS

March is Support Our Students (SOS) month at Langara and the Library was heavily involved in several initiatives throughout the month. Notably, the Library participated in the Langara Cooks event, where staff members served salmon caught by Ryan Vernon, Library Services Department Chair. The dish was a hit and the Library was crowned 2018 Langara Cooks champions! The Library also participated in the piggy bank decorating contest with their "Ori-HAM-i" book art creation.

Numerous Library staff were awarded Golden Apples for their contributions to the Langara community at this year's SOS Wrap-up Event.

ORANGE SHIRT DAY

September 30 is Orange Shirt Day, a day that acknowledges the legacy of residential schools. In support of the reconciliation process, Library staff donned orange shirts in the days leading up to Orange Shirt Day and created several book displays highlighting resources on residential schools and reconciliation.

Open Textbooks

\$521,054

Langara is the 2nd largest adopter of open textbooks out of 40 educational institutions in B.C.

Since 2013 open textbooks have saved Langara students over \$500,000.

Talk to your instructor and ask them to support accessible education by adopting an open textbook.

3305 students

Langara
THE COLLEGE OF OPEN EDUCATION



The team.

ORGANIZATIONAL EFFECTIVENESS

It is an exciting time of transition at the Langara Library, with numerous retirements, growing families, and new hires. Both Annie Jensen (Media Librarian) and Lindsay Tripp (Copyright Librarian) have welcomed new additions to their families and will be on parental leave this year, while Judy Kornfeld (Monographs Librarian), Zeljka Loncaric (Operations Manager), and Brent Searle (Systems Manager) recently retired.

Mia Clarkson has been hired as the Library's new Media & Student Outreach Librarian. Mia is a recent graduate of the Master of Information program at the University of Toronto (U of T) and has experience as a media librarian at the CBC.

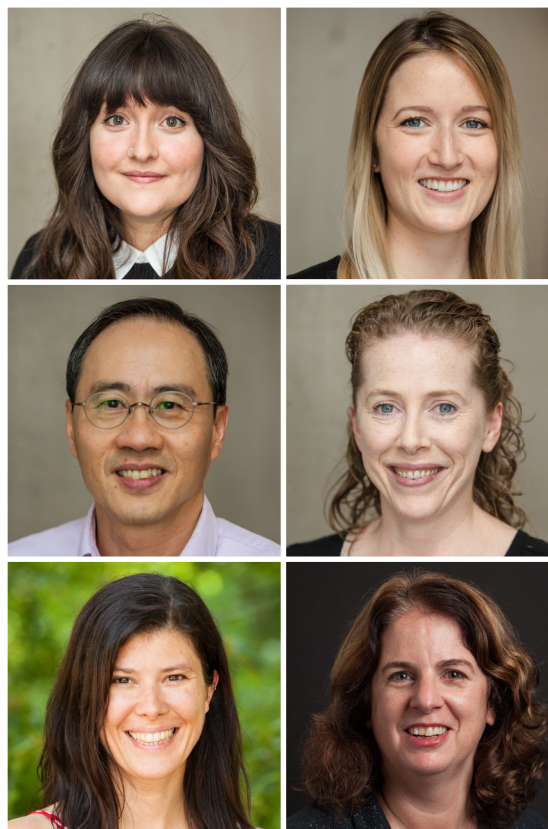
Darcy Lovsin is the Library's new Copyright Librarian. Darcy is also a recent graduate of U of T's Master of Information program, where she worked in the Scholarly Communications and Copyright Office. Most recently she completed a term as a project librarian at VPL, working with Special Collections to digitize holdings and create digital exhibits on BC's history.

Philip Wong is the Library's new Systems Librarian. Philip has worked as a librarian on three continents and has extensive library systems experience.

Corrie Playford joined the team as a Science Librarian before accepting a full time position on campus as a librarian with CAPER-BC. Corrie previously worked for Conestoga College Library in Ontario and has experience as a food scientist.

Jennifer Weldon has been hired as the Library's new Science Librarian, beginning in January 2018. Jennifer holds a Master of Library and Information Studies as well as a Master of Resource and Environmental Management, both from Dalhousie University. Jennifer has library experience from VCC, Natural Resources Canada, and most recently Selkirk College, as well as science experience via her work in wildlife population genetics.

Julie Cole, a graduate of the Langara Library & Information Technology program, is the Library's new Systems Administrator and brings with her a wealth of IT experience from the financial sector.



(Clockwise from top left): Mia Clarkson, Darcy Lovsin, Corrie Playford, Julie Cole, Jennifer Weldon and Philip Wong

LIBRARY PLANNING & SERVICE STANDARDS MEETINGS

The entire team gathered in the fall and spring for staff planning meetings. The meetings marked the completion of the multi-year service review process with external consultants and served to identify milestones within the context of the Library's 2013–2020 Strategic Plan. These sessions laid the groundwork for the Library's next strategic planning cycle. The group also participated in a team-building exercise that involved completing the CliftonStrengths survey and reviewing the team's collective strengths.

The Borrower Services and Reference Services teams engaged in services standards activities with the goal of providing consistent, friendly, and helpful service to library users. As part of these sessions, Library staff identified ideal interactions with students and discussed strategies to employ in order to ensure clarity and consistency of service.

PROFESSIONAL DEVELOPMENT

Patricia Cia served as President of the Council of Post Secondary Library Directors BC (CPSLD) for 2017/18. Alli Sullivan began her term as the Incoming Chair of the BC Academic Libraries Section. Lindsay Tripp's term as President of the Special Libraries Association, Western Canada Chapter, has concluded; however, Lindsay continues to work with the association in the role of Past President. Darcy Lovsin completed a Certificate in Canadian Copyright Law. Darcy has also taken on the role of the Special Libraries Association (SLA) Western Canada Chapter's Communications Director.

Throughout the year, library staff attended, organized, or participated in numerous professional development sessions, including:

- Langara's Academic Plan Mini-Conference
- BC Academic Business Librarians meeting
- MetLib Conference in Montreal, Quebec
- ABC Copyright Conference in Kingston, Ontario
- Art of Leadership Conference at the Vancouver Conference Centre
- Information Literacy Non-Conference at BCIT
- EBSCO User Group Meeting at SFU Harbour Centre
- Workshops and webinars on diverse topics ranging from Google Analytics and Intermediate Excel skills to Intercultural Inquiry sessions and the Instructional Skills Workshop.

In July 2017, library staff visited UBC's X̱wi7x̱wa Library, the only Indigenous branch of an academic library in Canada. The team toured the space and learned about the unique resources and services offered by the library. Additionally, the group had a sneak peek of the new Indian Residential School History and Dialogue Centre, which opened to the public in March 2018.

STAFF UPDATES

Joyce Wong's term as Library Chair concluded last spring and Ryan Vernon (Coordinator, Tech Services) was elected as the new Chair of the Library. Joyce was elected into a new position as Coordinator of User Experience. Annie Jensen's maternity leave left the Coordinator of Reference Services role vacant, and Dan Slessor (Communications & Assessment Librarian) was elected into that position effective September 2017.

The Library held its coordinator elections in April 2018. Dan Slessor (Coordinator, Reference Services), Emma Lawson (Coordinator, Collection Development), Joyce Wong (Coordinator, User Experience), and Ryan Vernon (Coordinator, Technical Services) were all re-elected by their fellow librarians and will continue in these positions through 2020.

Congratulations to Linda Ma and Mary Danieli, who celebrated 20 years at Langara at this year's Employee Recognition event.

Just the numbers.

FISCAL YEAR 2017/18

FACILITIES STATS

	2015/16	2016/17	2017/18
Gate Count	673,899	722,645	773,262
Days Open	301	304	300
Average visitors/Day	2,239	2,377	2,578
Average open hours per week (September – April)	76	76	76
Seating Capacity	899	914	914
Public workstations	135	141	141

INSTRUCTIONAL SESSIONS

	2015/16	2016/17	2017/18
Online Tutorials	340	411	411
In-Person Workshops	286	379	467
Total Classes	626	790	878
Participants (Students)	13,913	19,157	21,940
Library Tours	8	12	2
Tour Participants	124	156	26

REFERENCE QUESTIONS

	2015/16	2016/17	2017/18
Total reference questions answered	23,097	21,506	27,893
Total directional questions answered	20,164	24,608	32,158
Total	43,261	46,114	60,051

Reference questions refer to all questions received that were not marked as Facilitative or Reference Referral.

PHYSICAL ITEMS BORROWED

	2015/16	2016/17	2017/18
Circulation/checkouts	34,776	36,101	38,228
In-house use	17,058	17,430	18,442

ONLINE ITEMS DOWNLOADED

	2015/16	2016/17	2017/18
E-journal articles	435,308	408,393	467,533
E-book sections	184,350	212,230	217,932

TOTAL TITLES IN COLLECTION AS OF MARCH 31

	2015/16	2016/17	2017/18
Physical	88,715	86,853	87,307
Online	119,484	111,471	121,345

INTERACTIVE DASHBOARDS

The Library maintains interactive dashboards to track statistical trends over time in the use of library space, services, and collections. These dashboards can be found at: <https://public.tableau.com/profile/langaralibrary#!/>

INTERLIBRARY LOAN

	2015/16	2016/17	2017/18
Obtained for Langara	1,786	1,731	2,156
Provided to other libraries	421	448	465
Expenditures	\$8,612	\$6,993	\$8,535

ORDERS FOR SUBJECT AREAS

Division	2015/16	2016/17	2017/18
Community Programs	\$14,094	\$19,661	\$16,067
Continuing Studies	\$3,027	\$7,388	\$3,461
Creative Arts	\$21,040	\$19,966	\$28,016
Health Sciences	\$84,833	\$89,173	\$93,950
Humanities	\$28,871	\$29,927	\$36,843
Mathematics & Sciences	\$23,131	\$25,804	\$31,432
Multidisciplinary	\$121,874	\$138,654	\$113,165
Social Sciences & Business	\$134,138	\$109,443	\$131,000
Student & College Services	\$16,194	\$15,311	\$15,848
Total	\$447,202	\$455,327	\$469,781

NEW PHYSICAL ITEMS (PURCHASED ONLY)

	2015/16	2016/17	2017/18
Reference	16	16	8
Media	173	127	288
Circulating books	875	884	805
Total	1,064	1,027	1,101

NEW TITLES ADDED TO CATALOGUE (BY FORMAT)

	2015/16	2016/17	2017/18
Electronic	24,697	4,005*	57,415
Media	12,920	6,310	3,455
Print	1,566	4,053	1,346
Total	39,183	14,368*	62,216

*These numbers have been adjusted from the 2016/17 Annual Report.

Thank you!

To our generous book donors:

- The Aboriginal Studies Department
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- Brenda McDonald
- Dan Pon
- Port of Prince Rupert / Prince Rupert Public Library
- Presentation House Gallery
- Sandy Ragan
- The Registered Massage Therapy Program
- Joan Shaw
- Donna Stocker
- Laura Toren
- Alan Whitehorn

ON THE HORIZON FOR NEXT YEAR

- Transition the Research Help sections of the Library website to the LibGuides platform.
- Review and update physical signage in the Library building.
- Refresh the Avoiding Plagiarism online tutorial.
- Conduct survey to inform services provided by the Copyright Office.
- Learning Commons priorities:
 - Initiate Learning Commons Website Refresh with C&M. One key goal is to improve integration with student resources provided by our partners such as the Counselling Department and the Writing Centre
 - Launch a pilot of more targeted writing and research workshops in collaboration with the Writing Centre
 - Launch of the Learning Strategist Program pilot