

Langara Library Services.

ANNUAL REPORT 2010/2011

by: Grace Makarewicz
Director, Library Services

Langara.
THE COLLEGE OF HIGHER LEARNING.

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Introduction.



MESSAGE FROM THE LIBRARY DIRECTOR

The main themes this past year were electronic access, e-books, and the ease of online discovery.

The next time you visit the library, notice that the number of book stacks has shrunk and that more space has been devoted to student seating and collaborative learning. The trend is towards digital collections, e-books, and streamed videos. In fact, the use of electronic resources increased by 13% during the past year.

STREAMED VIDEO, E-BOOKS, AND ONLINE JOURNALS

The model of acquiring resources is becoming more complex. Increasingly we are leasing access to digital information resources for a fixed period of time, rather than making one-time purchases. E-books are very popular as students don't often read a book from cover to cover. Using e-books, allows students to easily extract only relevant information.

Streamed video collections acquired this year include the Ethnographic Series from Alexander Street Press. We also licensed access to 1,100 streamed films from the National Film Board. To reduce the time required to negotiate media licenses (each title can be a separate contract), Media Librarian Susan Weber designed a master digital license for our vendors so that streamed media license acquisitions are expedited.

Another challenge has been to ensure that all streamed titles are easily accessible through our online catalogue. Technical Services Coordinator Patricia Cia is an expert at electronic resource management. She is able to manipulate the data so that students and faculty can easily discover our digital resources.

During this past year, Systems Manager Brent Searle worked with our software vendor Innovative Interfaces on a beta test version of the Encore discovery layer software. Encore allows all of the library information formats to be searched at once, including articles in periodical databases, streamed videos, and yes, even books.

RESEARCH AND REFERENCE

During this past year, reference librarians reached out to students beyond the Library Building by providing research help in the Writing Centre and the Nursing Lab. As part of the same initiative, the Writing Centre is offering writing help in the Library once a week.

MOBILE

The library went mobile this year. Students can search for books and articles and read content on their phones. We are also piloting a SMS (text messaging) help service.

LIBRARY USE AND HOURS

We discovered students have an appetite for longer library hours.

In response to student demand (1,000 signatures collected at LSU), we extended hours during the Spring 2011 exam period – until 10:00 PM Monday-Friday and until 7:00 PM Saturday and Sunday.

For the first time in Langara's history, the library was open every Sunday during the Fall and Spring terms. On average, we found that students use the library on Sunday just as much as on Saturday.

Library Services.

LIBRARY STATISTICS AT A GLANCE

A few usage statistics from 2010/2011

- The library was open an additional 13 days this year, for a total of 302 days, compared to 289 days last year.
- An average of **1,915** students, faculty and staff visited the library each day, compared to **1,831** visits last year.
- The highest use during the year was in March 2011, when the daily average was **2,465** visits. Last year, the busiest month was October 2009, when the daily average was **2,845**.
- E-books or online journal articles were viewed on average **991** times per day, **365** days per year.

NEXT YEAR'S GOALS

- Maintain Sunday library hours during Fall and Spring terms
- Complete a business case to request funding to create a learning commons on the main floor of the library.
- Expand SMS research help
- Participate as development partner with our Library System Vendor (Innovative) to create next generation online integrated library system.

CILS (COLLEGE & INSTITUTE LIBRARY SERVICES)

Achievements from the last year for CILS:

- Published "**Building Capacity: Recommendations for the Provision of Accessible Resources to BC Trades Students**" as part of a report funded by BCCampus, an applied research project on the accessibility of trades learning materials in BC.
- Added Kurzweil files to alternate format offerings*
- From April 2010 to March 2011 CILS converted approximately 227,000 pages of print into alternate formats.

CILS PRODUCTION 2010/2011

Alternate formats produced

MP3 (Digital Audio)	303
E-TEXT	330
Text Readable PDF	460
PDF	3
Large Print	1
DAISY (human voice)	19
DAISY (synthetic voice)	18
TOTAL	1,134

*Kurzweil software enables scanned printed material to be outputted as displayed text synchronized with a synthesized voice.



CILS Staff (L-R): Laura Taylor, Grace Makarewicz, Vanessa Brown, Ryan Vernon, Alison Davidson, Dan Carkner [absent from photo: Stephen Blaeser and Shuyan Dai]

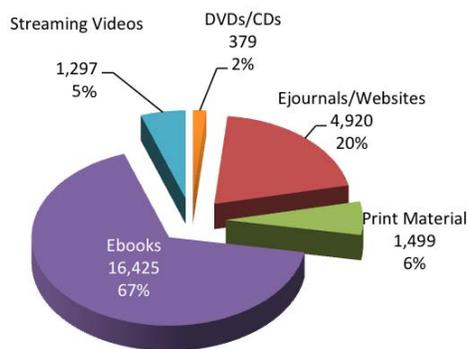
Key Performance Indicators.

Key Performance Indicators:	Apr. 2009 - Mar. 2010	Apr. 2010 - Mar. 2011	Percentage change over previous year
Circulation			
Checkouts	67,772	66,846	-1.4%
E-documents Accessed ¹	319,412	361,757	13.3%
(in-house use) Journals, Reserves, Books	26,123	24,722	-5.4%
Interlibrary Loans	2,069	2,162	4.5%
Instruction			
Classes Taught	219	214	-2.3%
(in-class) Students Instructed	5,487	5,614	2.3%
(online) Students Instructed ²	-	1,987	-
Reference Questions	13,397	12,699	-5.2%
Gate Count			
Days Open	289	302	4.5%
Gate Count	506,765	578,288	14.1%

¹ Mostly online journals

² Students complete online library tutorials

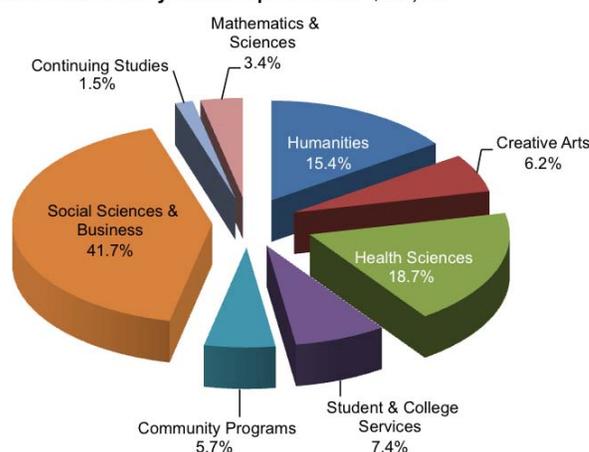
New Materials by Format
Fiscal Year 2010-2011



Data provided by P. Cia

Orders for Subject Areas (All Formats)
Fiscal Year 2010-2011

Based on Total Library Funds Expenditure of \$286,901



Highlights of the year.

- Designed and implemented successful online (blackboard) library research skills tutorial; already 1,987 students have completed the course
- Dr. Michael Eisenberg from The Information School at the University of Washington gave a presentation in January based on his research into “How College Students Seek Information in the Digital Age”. He presented findings from his research and also provided practical recommendations on how we can best support and engage our students.
- UNBC’s James MacDonald spent a day at Langara in November, presenting a workshop on Mobile Devices and Services. Other Innovative (our online library software) site colleagues from BCIT, Capilano, and Douglas joined us.
- Faculty & Staff event – in February the Library hosted a tea and showcased the new e-book collections.
- Going mobile – key resources such as our catalogue, article databases and help services became readily available on the Library’s mobile site.
- Discovery layer – Langara was an Encore 4.1 beta version test site for Innovative’s new release.
- Extended library hours – for the first time in Langara’s history, the Library was open all Sundays during the Fall and Spring terms.
- Redesigned the layout of the 1st floor Reference and Reserves areas to improve site lines and aesthetics, and to add over 30 new seating/study spaces.



photo by L. Reid

Dr. Michael Eisenberg



photo by L. Reid

Reference and Reserves Area

Highlights of the year.

CONTINUED

- Examples of New Electronic Resources added to the collection in 2010-2011:
 - JSTOR upgrade – added 4 new collections. Langara now has Arts & Sciences Collections I-IX, giving us access to over 1,500 core journals in the Arts, Humanities, and Social Sciences.
 - Ebooks – licensed the ebrary Canadian Publishers Collection, adding 11,000 ebooks from Canadian publishers and university presses to our collection.
 - e-CPS – online version of the Compendium of Pharmaceuticals, providing our users with web access to current Canadian drug information.
 - Europa World Plus – Historical, political and economic information on over 250 countries.
- This year we again hosted practicum students from both the Library & Information Technology Program at Langara and the School of Library, Archival and Information Studies (SLAIS) at UBC.
 - Our Library Technician students were Momoko Ito, Lindsay Willson, and Emily Fong.
 - Our SLAIS students were Mariya Tokhtarova and Victoria Chu.
- Librarians reached out to students by having office hours in both the Writing Centre and Nursing Lab. Library staff also reached out by roving the stacks with an iPad and new name tags.
- Partnership with the Counseling Department resulted in the Student Success workshops finding a permanent home in the Library.



Photo by M. Afonso



Photo by L. Reid

Gary Kalmek roves with iPad



Louise Reid, Library Technician

Staff News and Achievements.



Photo by M. Tokhtarova

Patricia Cia

Patricia Cia (Department Chair) named Outstanding Information Professional from SLA (Western Canada Chapter)

Grace Makarewicz (Director) selected as Academic Co-Chair of eHLbc and as BC representative on ACCC Technical Advisory Committee on Copyright

Vivian Feng (Coordinator, Reference and Instruction) joined Langara Scholarly Activity Steering Committee



Photo by T. Tanaka

Joyce Wong and Langara Fine Arts Students

Joyce Wong (Coordinator, User Experience) connected her son's school with several Langara Fine Arts students who, under the guidance of their instructors, created a gorgeous school mural.

NEW ADDITIONS



Jen Brown with son Nathaniel



Briana Fraser with son Finn



Photo by S. Ragan

Sara Rose with daughter Amelia

NEW STAFF



Mary Afonso – Library Technician



Photo by M. Tokhtarova

Ophelia Ma – Librarian

RETIREMENTS



**Librarians (L-R)
Judy Growe, Liza Hutchison,
Judith Neamtan**



Photo by L. Reid.

Langara College
 100 West 49th Avenue
 Vancouver, B.C. V5Y 2Z6
www.langara.bc.ca/library

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