



Langara Library & Learning Commons Annual Report

Langara.

THE COLLEGE OF HIGHER LEARNING.

April 2014 - March 2015



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 Library saw significant organizational changes that took effect July 1, 2014. The Learning Commons was officially recognized as part of the Library. The Library and Learning Commons now reports directly to the VP Academic & Students. Our collaboration with Educational Technology and Teaching & Curriculum Development Centre takes on a new depth while we continue to work closely with Student Services.

Langara's first Academic Plan was launched in 2014 and identified five priorities that resonated with the Library and Learning Commons. Librarians are actively participating on three of the five Academic Plan Action Groups (Learning and Teaching; Student Support; Sustainability).

This year Langara has formalized and reinvigorated program reviews and curriculum development processes. Subject librarians are a vital part of these activities, participating with departments in program reviews, developing community need reports, and reporting on how the Library and Learning Commons supports the program under review. Working with departments in this new way helps forge stronger connections and a better understanding for all.

This annual report showcases the 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.



Patricia Cia,
Director, Academic Innovation



Learning & Life Competencies.

SHARING UNIQUE EXPERTISE

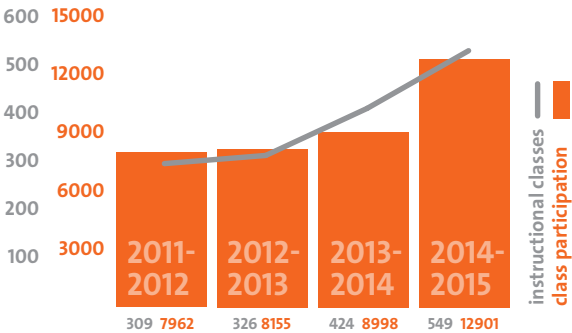
We help Langara students master the life skills and competencies necessary to thrive in the 21st century by strengthening the role of the Library as an academic partner with faculty, students, and employees.

INSTRUCTIONAL SERVICES SOAR TO NEW HEIGHTS

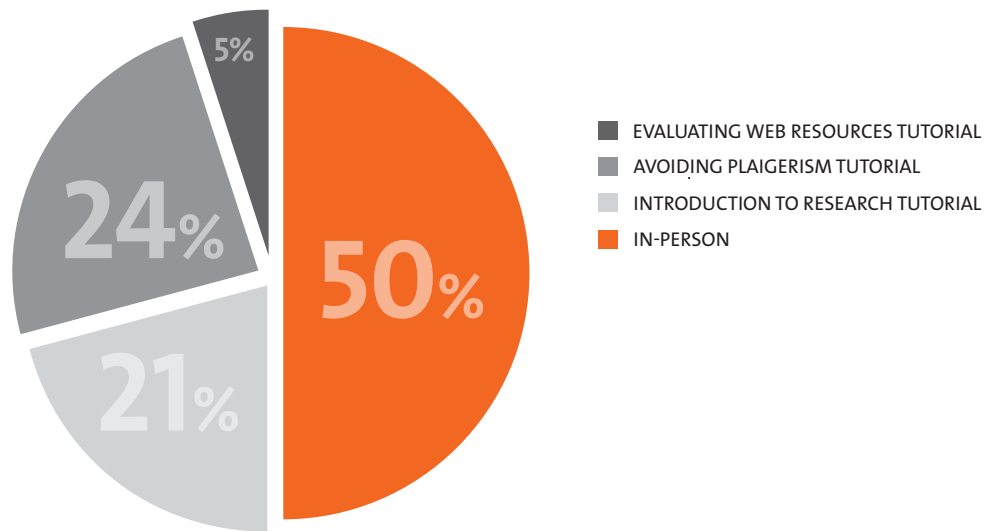
The Library's instructional program continues to break records in both the number of classes delivered and students reached. Students from 31 different academic programs received instruction via face-to-face interaction with librarians and through the Library's online D2L tutorials. The Library provided instruction to 28% more classes and reached 42% more students than in 2013-14. The English department continues to be the most active user of library instruction, accounting for 25% of all students taught by the Library, followed by Anthropology, the School of Management, Psychology, Nursing, and the LEAP program.

The *Avoiding Plagiarism* online tutorial, which debuted in Fall 2013, remains our most popular online tutorial. In September 2015, the *Evaluating Web Resources* tutorial will be retired to make way for a new tutorial, "*Can I Use This?*" *Critically Evaluating Sources*. The new tutorial will introduce 'The 5 Ws', a framework that helps students determine whether a source is suitable for their research assignment.

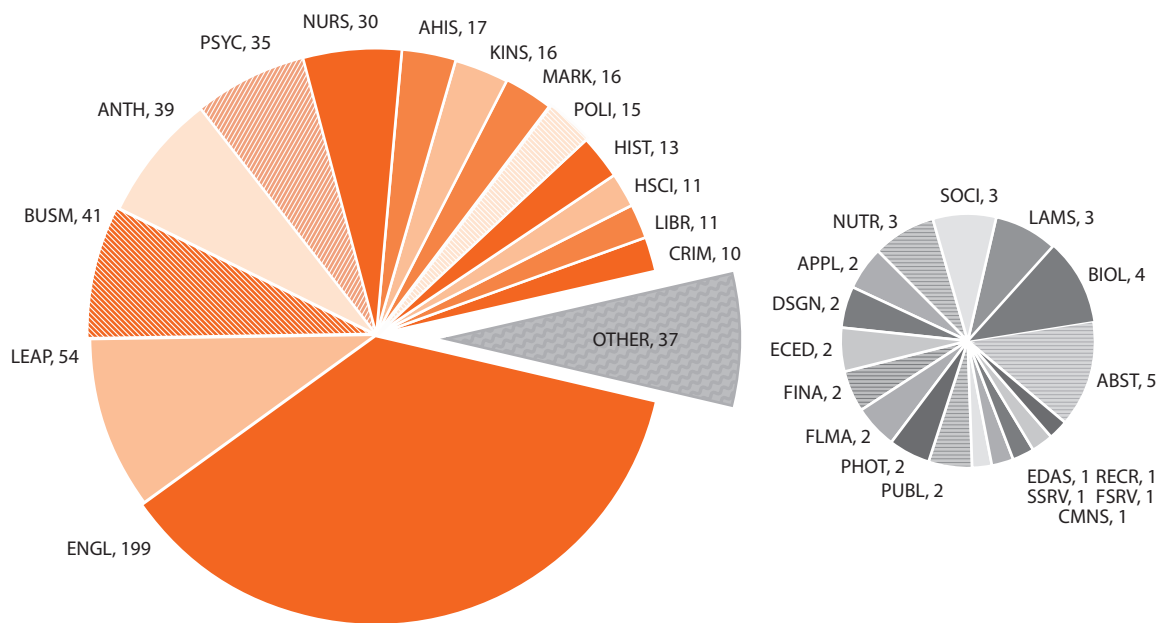
LIBRARY INSTRUCTION BY YEAR



MODE OF INSTRUCTION, 2014-2015



NUMBER OF LIBRARY CLASSES BY PROGRAM



| | | | | |
|------------------------------------|----------|--------------------------------------|----------|--------------------------------|
| 22,905 | + | 16,888 | = | 39,793 |
| reference questions answered | | directional questions answered | | TOTAL questions answered |

QUESTIONS? WE HAVE ANSWERS.

The Library strives to assist students at their point of need. Through one-to-one consultations at the Library's Reference and Check-Out Desks, as well as phone, e-mail, text messaging, and chat interactions, students are able to receive personalized reference and research help. This year, the Library answered close to 40,000 questions, over half of which were tied directly to research.

In response to the high number of technical questions received by library staff at the beginning of term, the Library partnered with the Langara IT department to host co-op students in the Library for the first two weeks of classes to assist students with technical troubleshooting. Looking to the future, the Library and IT are committed to establishing a more permanent IT presence in the Library, beginning with the launch of a proof of concept IT service desk in the Library lobby for the first two weeks of classes in September 2015.

BUILDING RELATIONSHIPS TO SUPPORT ACADEMIC INNOVATION

The Library's new position within the College's Academic Innovation unit has created opportunities for subject librarians to utilize their unique skill set in new and exciting ways. This past year, librarians played an integral role in the program review process for the Langara School of Management and the Professional Photography Program, assisting the programs with research on job markets, employment trends, and more. Moving forward, the program review process will be a core component of our librarians' liaison role with College departments.

Content & Resources.

CURATED, SEAMLESS, DYNAMIC

COLLABORATIVE RELATIONSHIPS RESULT IN ENHANCED COLLECTIONS

The Library is active in developing relationships with departments around campus. This year, several of those collaborative relationships resulted in the enhancement of our collections. We strengthened and formalized our relationship with Studio 58 by moving the studio's drama collection to the Library. In adding the resource to the Library catalogue while keeping the collection intact, we retained its value as a unique collection that can be easily accessed by students.

The Library worked closely with IT to procure an exciting new resource: SimplyMap Canada. SimplyMap allows researchers to explore census data and statistics through a user-friendly interface. The resources, which can be accessed both on- and off-campus, replaces PCensus.

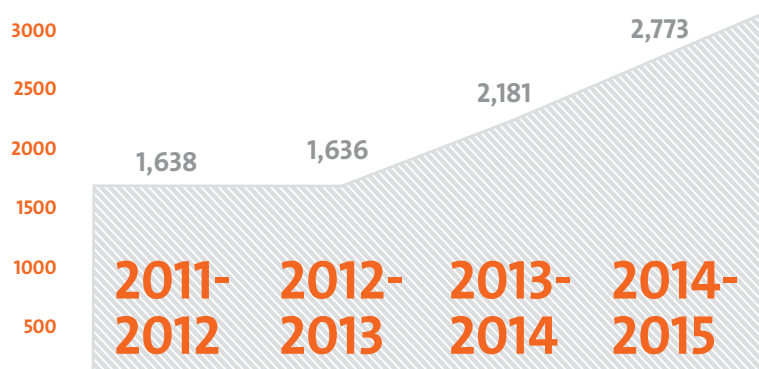
Another exciting collection development is the addition of Young Adult (YA) resources to our popular ESL section. The YA books were purchased with funding from the Langara Writing Centre and enhances an already robust ESL section that includes easy reads for English learners, graphic novels, and ESL test books. Our English liaison librarian has started promoting the YA collection in book talks for students who are developing their English language skills.

"JUST IN TIME" POLICY BROADENS CHOICE FOR STUDENTS

The Library's "just in time" collections strategy continues to shape our catalogue in new and exciting ways. The number of Inter-Library Loan (ILL) requests received from students increased by 70% from two years ago. Requested items primarily came from the following subject areas: Nursing, Anthropology, Psychology, English, and Social Service Worker. This service's success can be attributed to TitanFile, the Library's new online delivery system, which was implemented in 2013-14 and has streamlined our Inter-Library Loan (ILL) processes.



INTER-LIBRARY LOAN REQUESTS FILLED



COLLECTION UPGRADES SUPPORT ACADEMIC RESEARCH

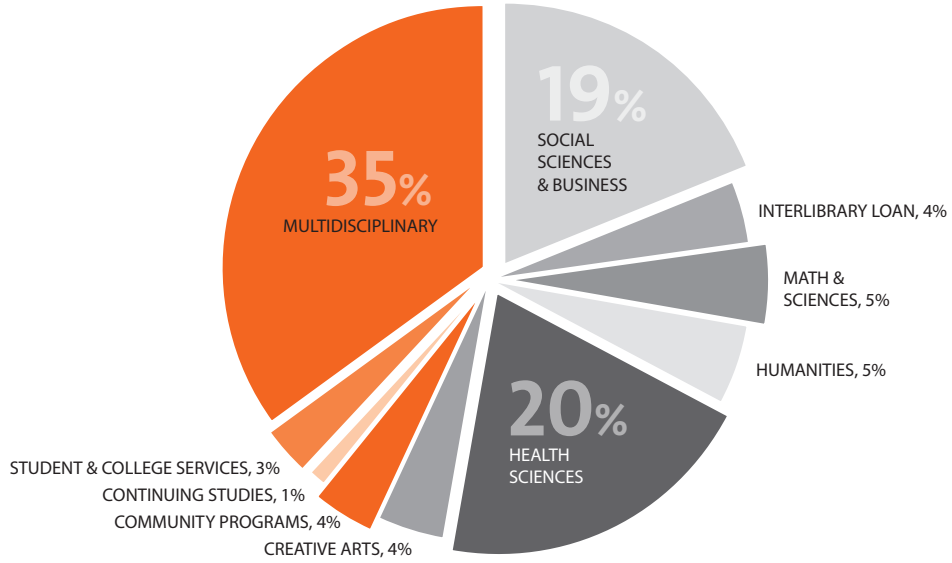
The completion of major weeding projects and the incorporation of specialized collections resulted in our physical collection growing for the first time in several years, despite shifting funding priorities from physical to online materials.

The Library's e-resources received a substantial upgrade, as we procured subscriptions to both the Wiley Online Library and the Taylor and Francis Social Sciences and Humanities Collection. Selected to support research, these collections provide content for almost every program area at Langara. Our analysis shows that these resources will also help satisfy a large percentage of the Library's InterLibrary Loan requests, allowing the Library to further meet the immediate information needs of the Langara community.

The Library's robust media holdings, which already include thousands of DVDs and three streaming services (VAST, Curio.ca, and NFB Campus), were supplemented with several new collections. The Library trialled Criterion on Demand and based on statistics and user feedback, licensed the collection of streaming feature films. Through special funding, the Library also licensed the very popular Mosby's Nursing Video Skills collection in perpetuity.

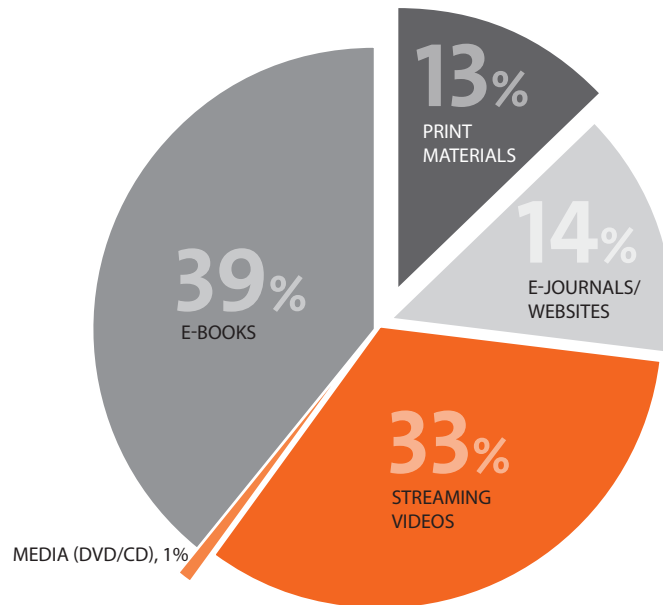


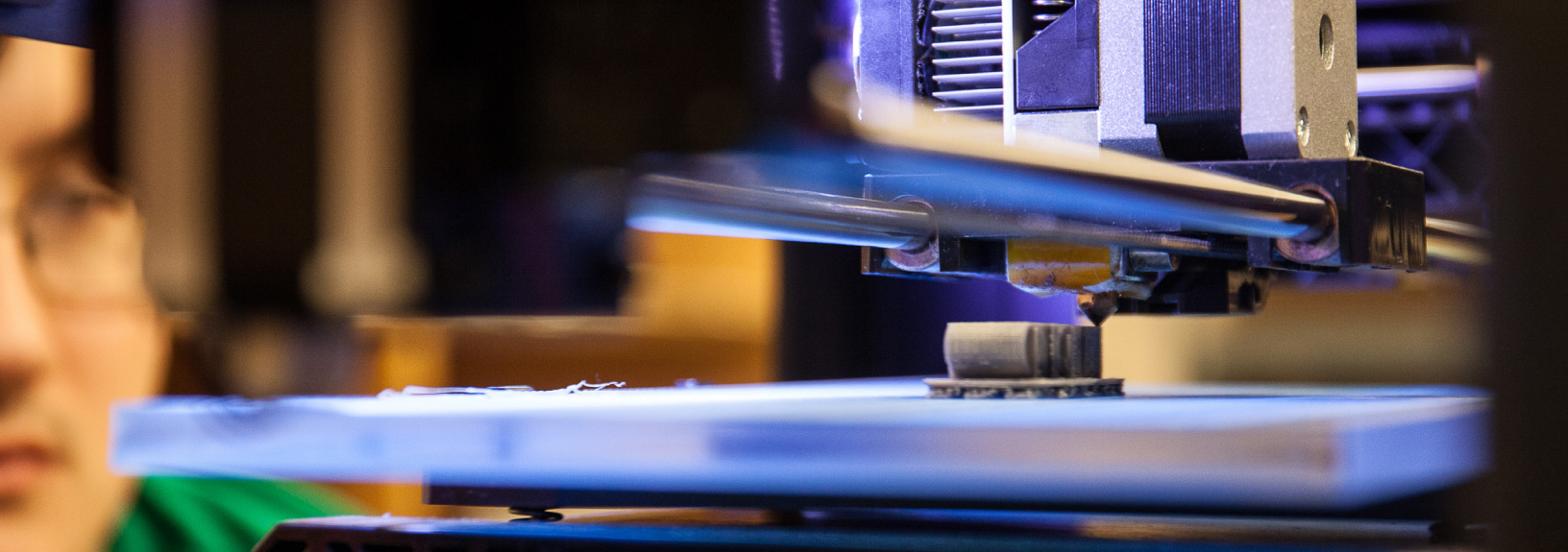
EXPENDITURE BY AREAS (ALL FORMATS)



NEW MATERIALS BY FORMAT

17,867 Titles Added





Interactive Spaces.

INNOVATIVE ENVIRONMENTS FOR LEARNERS

With students and faculty our primary consideration, we continue to improve our physical and virtual spaces. The Library is the heart of the vibrant, engaging, and exciting educational experience at Langara.

MAKERS IN THE LIBRARY

The Library & Learning Commons hosted several successful 3D printing events throughout the year. September's 3D Printing Showcase, in partnership with the Creative Arts Division and the Computing Science & Information Systems Department, attracted more than 700 student visitors over its two-week run. The Showcase was followed by two 3D Printing Meet-ups, during which students had their 3D files reviewed by faculty and printed their own objects.

Encouraged by these successful events, librarians Joyce Wong and Dan Slessor have teamed up with Tomo Tanaka from Creative Arts to explore the possibility of establishing a makerspace at Langara College. A Langara Makerspace proposal is expected to be completed in 2016.

IMPROVING THE STUDENT EXPERIENCE

Library staff embarked on a User Experience (UX) project this year to identify ways that the Library's website can be improved to reflect the research habits of the Langara student body. Based on student feedback, a team has been tasked with implementing changes to the website. In addition to tweaking the language on the website for clarity, the team is also looking at reworking some design aspects of the Library website.

SILENT STUDY ROOM UNVEILED

The Library's physical space continues to evolve to better serve the needs of students. In January, the Library placed finishing touches on a new Silent Study Room located on the 2nd Floor of the Library. The Silent Study Room features sound-masking panels, study carrels, and seating for approximately 50 students. It immediately became a popular study spot among students.



SHOWCASING STUDENT WORKS

Throughout the year, artwork and class projects by Langara students were featured in the L building corridor. Highlights of exhibitions this year included:

- **Catalogue of Aboriginal Art**
An exhibition of a catalogue developed by a group of students in Art History 1114 that documents significant works of art created by internationally established Aboriginal artists located on campus.
- **Professional Photography**
At various times throughout the year, visitors to the L building were treated to polished photographic works by students in the Regular and Continuing Studies Photography Program. The focus of the works ranged from small intimate landscapes to banner size images of commercial beverages.
- **INSPIRATION**
An exhibition of collaborative photo essays by Langara Art History students and residents from the George Pearson Centre, a long term care facility. The images and texts told stories about objects and spaces that inspire the residents. Staff and residents from the Centre attended the opening of the exhibition, which featured a film documenting the creative experience of those involved in the project.



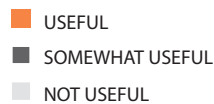
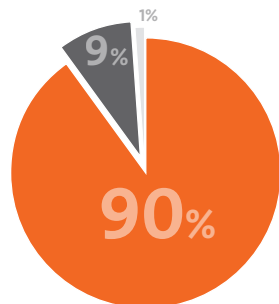
LEARNING COMMONS

Located on the 1st Floor of the Library, the Learning Commons is a centralized location for services and tools that support student learning.

FALL 2014 PROMOTION AND SURVEY

During September and October 2014, the Writing and Tutoring Centre hosted weekly prize draws for students who visited a tutor. The promotion ran for seven weeks and resulted in 146 entries. Each entry form also solicited feedback about the usefulness of the service. The responses were overwhelmingly positive.

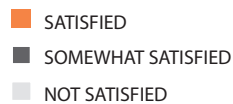
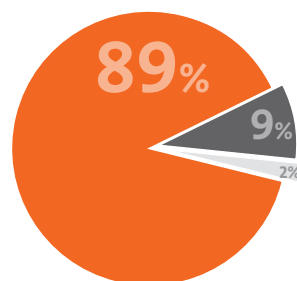
How useful was your Tutoring Session?



SPRING 2015 EXIT SURVEY

In an exit survey conducted during the Spring 2015 term, 89% of respondents expressed satisfaction with the tutoring help received. Of the 125 completed surveys, 80 were from the Writing Centre and 45 were from the subject tutoring service. When asked how the service can be improved, the most common responses indicated a desire for longer hours and more tutors.

How satisfied are you with the answers or study help you received from the tutor for this visit?



NEW WORKSHOPS

In addition to the Student Success Workshops regularly offered by the Counselling Department, the Learning Commons introduced new workshops to respond to student need:

Business Writing for International Students

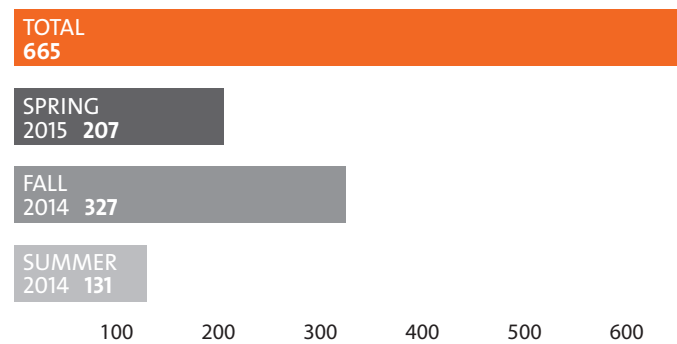
Developed in collaboration with Business faculty and the Business librarian, this workshop was offered to students in the Business PDD program and focused on writing executive summaries and synthesizing information for writing. Megan Otton, Writing Centre Coordinator, conducted two sessions with a total of 25 students in attendance. Attendees provided very positive feedback on the workshop and plans are underway to offer the workshop again in September 2015.

Textbook Reading

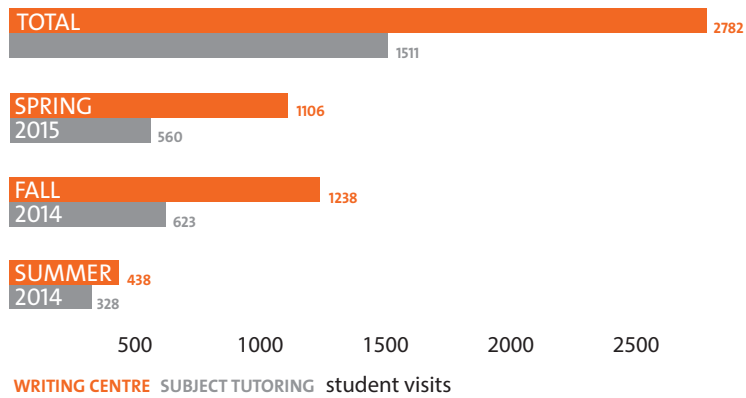
Focused on providing students with effective techniques on textbook studying, Megan Otton conducted this workshop in the Fall 2014 and Spring 2015 semesters. Attendees represented a wide range of disciplines on campus.

STUDENT WORKSHOP ATTENDANCE

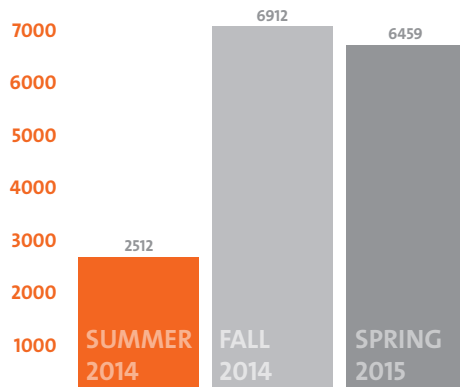
(Student Success & Writing Centre Workshops)



TUTORING SERVICES



GROUP STUDY BOOKINGS BY HOUR



Upcoming Priorities

- Join WriteAway, a BC consortial online writing help service
- Upgrade technology for mini-theatres
- Increase offerings of writing workshops

Community Connections.

MEANINGFUL RELATIONSHIPS

Our success depends on an active, close, collaborative working relationship and ongoing communication with all our communities of interest – the College, other post-secondary institutions, our profession, and Vancouver residents.

INTO ACTION: LIBRARY REPS ACTIVE ON COLLEGE COMMITTEES

At the Library's fall planning session, the team focused on the importance of aligning the Library's strategic priorities with the College's Academic Plan. The Library is actively involved in the initiatives tied to the Academic Plan and has representatives serving on three of the five Academic Plan Action Groups created to develop concrete action items and outcomes:

- 1) Learning & Teaching;
- 2) Student Support;
- 3) Environmental, Financial, and Social Sustainability.



Learn, Play, and Relax at the Library.

A YEAR OF ENGAGEMENT

The Library is a vibrant and welcoming hub of activity, as evidenced by the numerous events and activities the Library hosted throughout the academic year.



2014

SEPTEMBER

The Library welcomed students back to campus with plenty of Library activities and events. In addition to hosting a 3D Printing Showcase in the Library, we also participated in Welcome Week events and held an SMS Text Message contest to promote the Library's new text reference service.

OCTOBER

Halloween is always a ghoulishly good time at the Library. In addition to treating students to a horror movie marathon in the lobby, our librarians were decked out in some creative costumes that were a huge hit at the Reference Desk and on the Library & Learning Commons Facebook page.

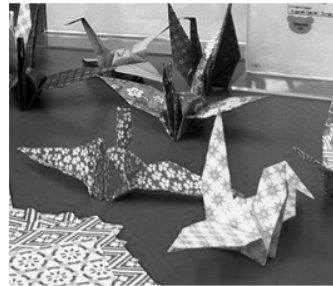
NOVEMBER

The Library played a key role in the annual International Education Week (IEW) in November. We screened international films in the Library lobby throughout the week and brought a "pop-up library" to the IEW Fair.

DECEMBER

We continued the tradition of calming students' nerves during exam period with the always-popular De-Stress Fest. In addition to extended Library hours, De-Stress Fest included numerous activities to help students relax and focus during exams. December festivities featured the return of the Langara Registered Massage Therapy students, who took over the Library lobby to offer relaxation massages to students.

2015



The Library was named a runner-up in the 2014 Charleston Conference Photo Contest, "What's your favourite library tradition?" Langara's entry came from the origami lounge at the April 2014 De-Stress Fest.

JANUARY

The Library and the Art History department partnered for the Aboriginal Artwork @ Langara College contest. Evolving from a project in which Art History students researched and documented the extensive body of Aboriginal work on display throughout the campus, the contest featured a display of the students' work in the Library and weekly contests highlighting a piece of art. The contest was a big hit on the Library and College social media accounts.

FEBRUARY

In celebration of Fair Dealing Week (February 23 – 27), the Library presented Fair Dealing is Sweet, during which our "copyright experts" served up free cupcakes and students played copyright trivia to win prizes.

We hosted our annual library party for Langara staff. Playing on this year's "Well Red" theme, the event included a wine bar and appetizers prepared by Library staff and a visit from the English department's Bookshare initiative. Attendees were encouraged to "take a book, leave a book." The event served as a great opportunity to connect with colleagues from around campus.

The Library participated in campus-wide Pink Shirt Day activities and hosted an anti-bullying film fest in the Library lobby.

MARCH

The Library procured the rights to live stream the week-long TED conference, TED2015: Truth and Dare, for members of the Langara community. Students and community members were able to enjoy the Vancouver-based event from the comforts of our TEDlounge.

APRIL

For the Spring iteration of De-Stress Fest, we welcomed the Langara Yoga Instructor students into the Library to offer chair and mat yoga classes to stressed-out students. Students were also encouraged to take a break from studying in our origami lounge or by receiving a relaxation massage. The biggest hit of April De-Stress Fest, however, was a visit from the Cookie Monster, who provided students with treats and a bit of levity during a stressful time.

The Team.

ORGANIZATIONAL EFFECTIVENESS

We are committed to customer service, continuous learning, effective communication, collaboration, and ongoing service evaluation. Strong leadership complements highly skilled and motivated employees working as teams.

LEADERSHIP UPDATES

Patricia Cia took on the role of Director, Academic Innovation, on July 1, 2014. The position incorporates Educational Technology, the Library, and the Teaching & Curriculum Development Centre (TCDC), and reports directly to the VP Academic & Student Affairs.

With Patricia's appointment as Director, librarians elected Joyce Wong as Department Chair. In addition to chair duties, Joyce continues to coordinate Learning Commons initiatives. Alison Curtis was re-elected as Coordinator of Collection Development and Vivian Feng was re-elected as Coordinator of Reference Services. Ryan Vernon, having previously worked at CAPER-BC for 7 years, assumed the role of Coordinator of Technical Services and will remain as a member of the Library team on a permanent basis.

AWARDS AND RECOGNITION

Several team members were recognized for their contribution to the college at the annual Employee Recognition Event. Patricia Cia received the Langara Leadership Excellence Award. Sandy Ragan (35 years) and Briana Fraser (15 years) received long service awards.

STAFFING UPDATES

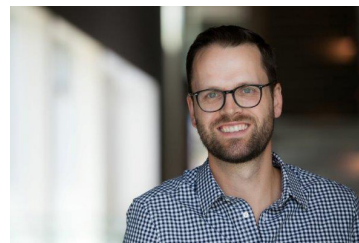
- Media Librarian Susan Weber retired after a fruitful 27-year career at Langara.
- Annie Jensen transitioned from her role as Communications Librarian to the Library's Media Librarian.
- Dan Slessor was hired as the Library's new Communications Librarian.
- Instructional Services Librarian Ophelia Ma welcomed a new addition to her family and began a year-long maternity leave in January 2015. Allison Sullivan was hired as the Instructional Services Librarian in Ophelia's absence.

PROFESSIONAL ENGAGEMENT

The Library team consistently works to share our story and actively advance library professions. This year, librarians presented at the BC Library Association (BCLA) Conference; Special Libraries Association (SLA) Conference; and the Code4LibBC Unconference.

Langara Library staff also developed their professional skills by attending the Association of College & Research Libraries (ACRL) Conference in Portland (March 25-28); the ABC Copyright Conference; BC Campus' Librarians and Open Education Resources (OER) Workshop; the BC Media Showcase; the Delivering Resources for Tomorrow media showcase; a CPSLD Workshop on library assessment; and more.

The Library team remains active on numerous professional committees, such as the SLA Board, the BCLA Mentorship Committee, the BC-CATS Awards Selection Committee, an eContent Focus Group, the UBC iSchool Assessment Committee, and the UBC iSchool Alumni Association.



*From top to bottom:
Allison Sullivan, Susan Weber, and Dan Slessor.*

Just the numbers.

FISCAL YEAR 2014/2015

IN-PERSON VISITS

| | 2012/13 | 2013/14 | 2014/15 |
|---|---------|---------|---------|
| Days open | 300 | 304 | 301 |
| Gate count | 616,399 | 624,913 | 601,617 |
| Average open hours per week September-April | 76 | 76 | 76 |
| Seating capacity | 710 | 784 | 899 |
| Public workstations | 122 | 122 | 140 |

INSTRUCTIONAL SESSIONS

| | 2012/13 | 2013/14 | 2014/15 |
|-------------------------|---------|---------|---------|
| Classes | 326 | 424 | 549 |
| Participants (Students) | 7,595 | 8,998 | 12,901 |

REFERENCE QUESTIONS

| | 2012/13 | 2013/14 | 2014/15 |
|--------------------------------------|---------------|---------------|---------------|
| Total reference questions answered | 14,626 | 13,440 | 22,905 |
| Total directional questions answered | 7,201 | 8,166 | 16,888 |
| Total | 21,827 | 21,606 | 39,793 |

Borrower Services contributions have been vastly under-reported in previous years. The Library has also seen an increase in questions due to changing needs (e.g., rising numbers of international students, more Continuing Studies students using library).

PHYSICAL ITEMS BORROWED

| | 2012/13 | 2013/14 | 2014/15 |
|-----------------------|---------------|---------------|---------------|
| Circulation/checkouts | 52,180 | 44,500 | 35,247 |
| In-house use | 24,084 | 19,491 | 17,462 |
| Total | 76,264 | 63,991 | 52,709 |

ONLINE ITEMS DOWNLOADED

| | 2012/13 | 2013/14 | 2014/15 |
|--------------------|----------------|----------------|----------------|
| E-journal articles | 381,192 | 397,712 | 560,160 |
| E-book sections | 345,590 | 283,073 | 182,071 |
| Total | 726,782 | 680,785 | 742,231 |

TOTAL TITLES IN COLLECTION AS OF MARCH 31

| | 2012/13 | 2013/14 | 2014/15 |
|--------------|----------------|----------------|----------------|
| Physical | 93,192 | 86,387 | 87,003 |
| Online | 98,754 | 114,960 | 98,026 |
| Total | 191,946 | 201,077 | 185,029 |

INTERLIBRARY LOAN

| | 2012/13 | 2013/14 | 2014/15 |
|-----------------------------|---------|---------|---------|
| Obtained for Langara | 1,636 | 2,181 | 2,773 |
| Provided to other libraries | 565 | 519 | 459 |

ORDERS FOR SUBJECT AREAS

| Division | 2012/13 | 2013/14 | 2014/15 |
|----------------------------|------------------|------------------|------------------|
| Community Programs | \$13,488 | \$12,378 | \$13,394 |
| Continuing Studies | \$2,737 | \$3,272 | \$3,008 |
| Creative Arts | \$20,367 | \$15,121 | \$14,300 |
| Health Sciences | \$35,514 | \$41,025 | \$62,003 |
| Humanities | \$25,214 | \$19,438 | \$16,791 |
| Interlibrary Loan (ILL) | \$4,008 | \$6,995 | \$11,798 |
| Mathematics & Sciences | \$11,658 | \$11,000 | \$15,338 |
| Multidisciplinary | \$114,080 | \$112,476 | \$111,460 |
| Social Sciences & Business | \$60,695 | \$73,804 | \$60,009 |
| Student & College Services | \$5,893 | \$9,239 | \$8,841 |
| Total | \$293,653 | \$304,746 | \$316,942 |

NEW PHYSICAL ITEMS (PURCHASED ONLY)

| | 2012/13 | 2013/14 | 2014/15 |
|-------------------|--------------|--------------|--------------|
| Reference | 37 | 38 | 18 |
| Media | 388 | 286 | 155 |
| Circulating books | 1000 | 929 | 981 |
| Total | 1,425 | 1,253 | 1,154 |

NEW TITLES ADDED TO CATALOGUE (BY FORMAT)

| | 2012/13 | 2013/14 | 2014/15 |
|--------------|---------------|---------------|---------------|
| Electronic | 6,350 | 10,804 | 9,340 |
| Media | 7,661 | 6,690 | 6,170 |
| Print | 1,128 | 2,295 | 2,357 |
| Total | 15,139 | 19,789 | 17,867 |

The background of the entire page is a photograph of a building with a grey facade and a window. In the foreground, there are several tall, pink, fuzzy flowers on green stems, likely Amaranth. The scene is brightly lit, suggesting a sunny day.

Thank you!

To our generous book donors:

- Barrie Brill
- Larry DeVries
- Kamran Izadpanah
- Langara Registered Massage Therapy Program
- Langara Writing Centre
- Mac Nelson
- Megan Otton
- Estate of Deirdre Plomer

On the horizon for next year:

- Complete a library service review
- Review and update Strategic Plan goals
- Launch the new “Can I Use This?” Evaluating Your Sources online tutorial
- Develop a proof of concept for a permanent IT presence in the Library
- Participate in cultural communication workshops to assist with serving an increasingly international student body
- Revise Library website based on feedback from UX testing