Langara Library & Learning Commons Annual Report

Langara.
THE COLLEGE OF HIGHER LEARNING.

APRIL 2016 – MARCH 2017

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.

Ongoing planning, adapting to our changing environment, and actively advocating for resources to better support our students were priorities and are reflected in this year's annual report.

The Library completed the service review led by consultants. However, the iterative process of agile design continues as part of our regular planning cycle. During the year we aimed, acted, and now share our reflections of 2016/17.

The core operations of a successful Library & Learning Commons underlies our work and we build, adapt, and improve as opportunities arise. The increasing number of students and our deepening relationships with instructional faculty impact our work. Hiring and succession planning have also been top of mind as we will see three long-term employees retire by the end of the summer 2017.

Hinted at in the annual report are the beginnings of several initiatives that will see fruition in the coming year:

- leading the development and coordinating content for Langara's institutional repository
- developing an online Copyright Essentials for Instructors Course
- partnering with Ed Tech to promote and support the development of open educational resources (Open Langara)

Underlying this report is the ongoing hard work, collegiality, and enthusiasm of librarians and library technicians who strive to ensure students succeed at Langara.

Patricia C.

Patricia Cia
Director, Academic Innovation

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

"Thanks again for taking the time to visit our class last night. It's an important part of the course and underlines the requirement for comprehensive research."

– Langara instructor

"I just got my mark back for my History assignment and I got an A+. I couldn't have done it without you!"

–History student

I have found that the quality of research that is submitted by students after the library session is much better than when there is no formal library session.

- Survey respondent

Learning & life competencies.

SHARING UNIQUE EXPERTISE

The Langara Library helps students acquire the skills and competencies necessary to thrive in their studies at Langara and beyond. The Library is fully integrated with teaching and learning at Langara. This year, a record number of students interacted with librarians through in-person and online library instruction, while also getting "point of need" assistance at the Library's various physical and digital service points.
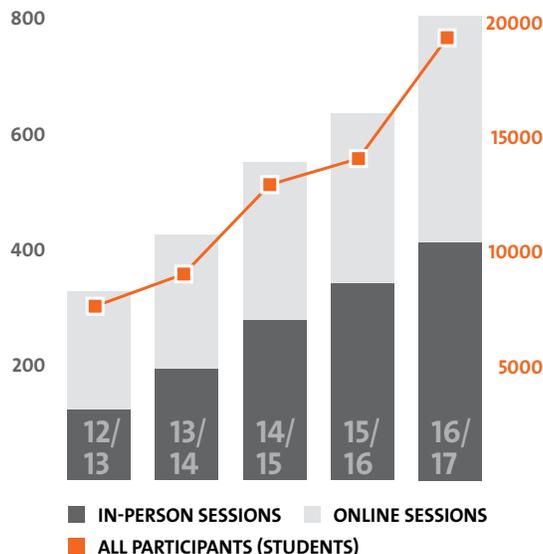
LIBRARY INSTRUCTION PROGRAM GROWING AT A TORRID PACE

The Library's instructional program continues to thrive, and has greatly expanded over the last 5 years to become a fundamental component of the Library's portfolio, and a key piece of the academic journey for Langara students.
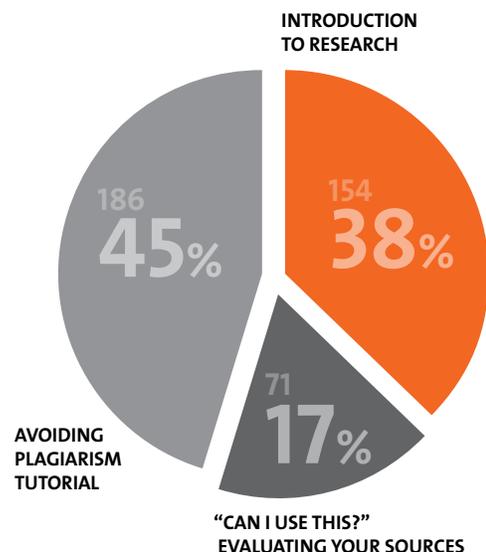
In 2016/17, the Library delivered 168 more instructional sessions than were delivered the previous year, reaching over 5,000 more students than in 2015/16. Included in those numbers are the 391 in-person classes taught by librarians, almost 100 more than last year.

Among the online instruction modules, the Avoiding Plagiarism tutorial continues to be the most requested tutorial, with 186 classes using that module this year. The next most used modules are *Introduction to Research* (154) and *"Can I Use This?" Evaluating Your Sources (71).*

INSTRUCTION TRENDS OVER TIME

ONLINE TUTORIALS

INTRODUCTION TO RESEARCH

186 45%

154 38%

71 17%

AVOIDING PLAGIARISM TUTORIAL

"CAN I USE THIS?" EVALUATING YOUR SOURCES

800 — 20000

600 — 15000

400 — 10000

200 — 5000

12/13 13/14 14/15 15/16 16/17

■ IN-PERSON SESSIONS   ■ ONLINE SESSIONS
■ ALL PARTICIPANTS (STUDENTS)

> It was a very smooth process to set this up for my students and to integrate it into my syllabus. It all worked really well.
>
> - Survey respondent

2017 LIBRARY INSTRUCTION SURVEY

In March, the Library launched a survey to gather feedback from Langara instructors on the Library's dynamic instructional program. 92 instructors responded to the survey with overwhelmingly positive feedback. Of the 61 respondents who integrate library instruction into their classes, 95% indicated that they were either "very satisfied" or "somewhat satisfied" with the instruction that their students received from librarians.
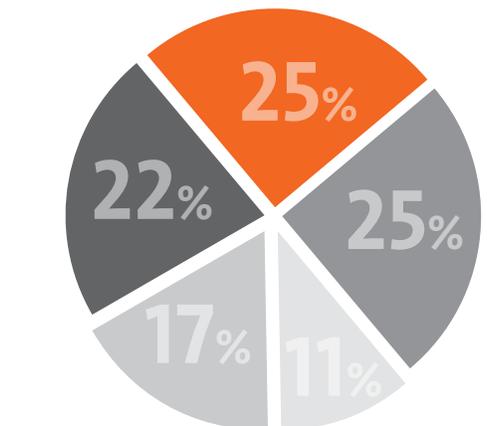
Instructors who do not incorporate library instruction into their courses (23) provided varied reasons for not doing so, ranging from "I was/am not aware of these services" to "My courses have little room for additional content."

Instructors who wish to learn more about the Library's instructional services and how the Library can support both staff and students, can contact their department's subject librarian.

HOW SATISFIED WERE YOU WITH THE LIBRARY INSTRUCTION YOUR CLASS RECEIVED?

VERY SATISFIED

80%

15%

SOMEWHAT
SATISFIED

SOMEWHAT
DISSATISFIED, 2%

NEUTRAL (NEITHER SATISFIED
NOR DISSATISFIED). 3%
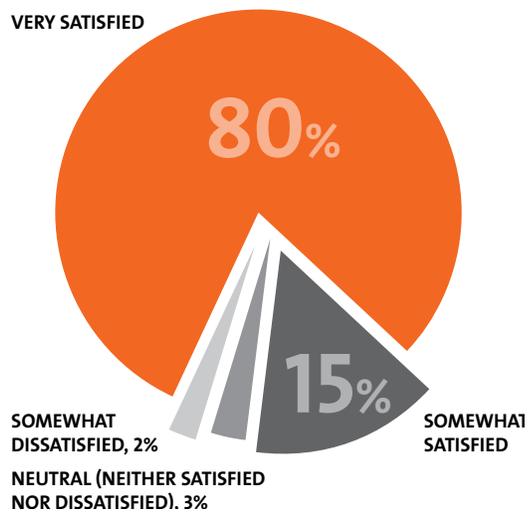
REASONS FOR NOT USING LIBRARY INSTRUCTION

25%

25%

22%

17%

11%

- I WAS/AM NOT AWARE OF THE SERVICES
- THE SERVICES ARE NOT APPROPRIATE OR RELEVANT FOR MY COURSES
- MY COURSES HAVE LITTLE ROOM FOR ADDITIONAL CONTENT
- MY STUDENTS CAN FIGURE OUT THE LIBRARY ON THEIR OWN
- OTHER

> "I just wanted to say thank you for all your help with research and citations. This paper actually turned out to be the best paper I've written in college."

– Student comment

ADAPTING TO THE CHANGING ACADEMIC LANDSCAPE: REVAMPING THE INTRODUCTION TO RESEARCH TUTORIAL

In this time of rapid change in the information and media landscape, the Library recognizes the need to keep current with the latest trends in scholarship and research. To this end, a working group of library staff has been formed to rework the Introduction to Research online tutorial. The goal of this project is to develop an updated tutorial that:

- addresses challenges students face in the current research environment
- increases the relevancy of the tutorial for students
- aligns the content of the tutorial with current best practices and the ACRL Framework for Information Literacy for Higher Education

The tutorial will be available to the college community in January 2018.

SUPPORTING STUDENT RESEARCH AT THEIR POINT OF NEED

One of the Library's core functions is to coach students to effectively navigate the information-intense modern postsecondary environment, while responding to the changing ways that students prefer to interact with academic supports.

This year, the Library answered 46,114 questions from Langara students, approximately 3,000 more than in 2015/16. While the vast majority of interactions with students still occur at the Library's two main service points, the Check Out Desk and the Reference Desk, a significant number of interactions (1,405) take place through other avenues: online via AskAway chat or email, on mobile phones via phone call or text message, and in-person through one-to-one consultations with subject librarians.

NUMBER OF STUDENT QUESTIONS
Fiscal Year (April–March)

42,297	14/15
43,186	15/16
46,114	16/17

(Bar chart values: 40,000 / 30,000 / 20,000 / 10,000)
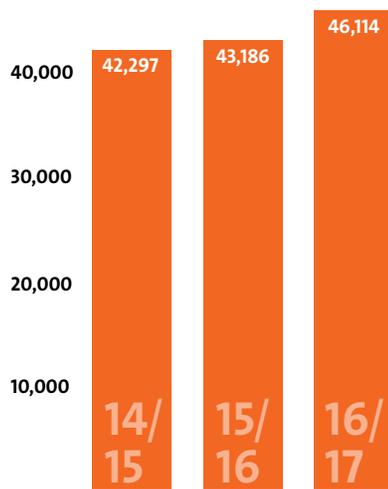
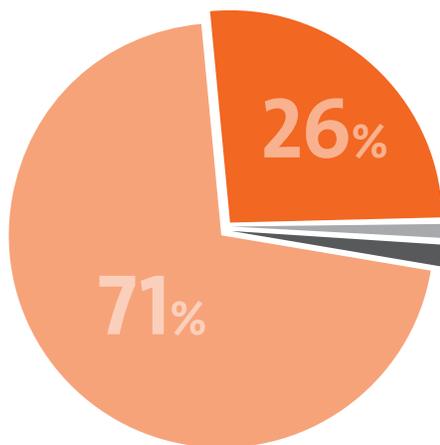"I just wanted to let you know that I got an awesome mark on my research paper thanks to your help... I'll definitely be coming back to talk to you before my next paper is due."

— Student comment at Reference Desk

QUESTIONS BY SERVICE POINT

26%

71%

CHECK OUT DESK, 32,750
REFERENCE DESK, 11,949
ONLINE CHAT, E-MAIL & TEXT MESSAGE, 794, 1.7%
ON-ON-ONE CONSULTATION & PHONE CALLS, 611, 1.3%
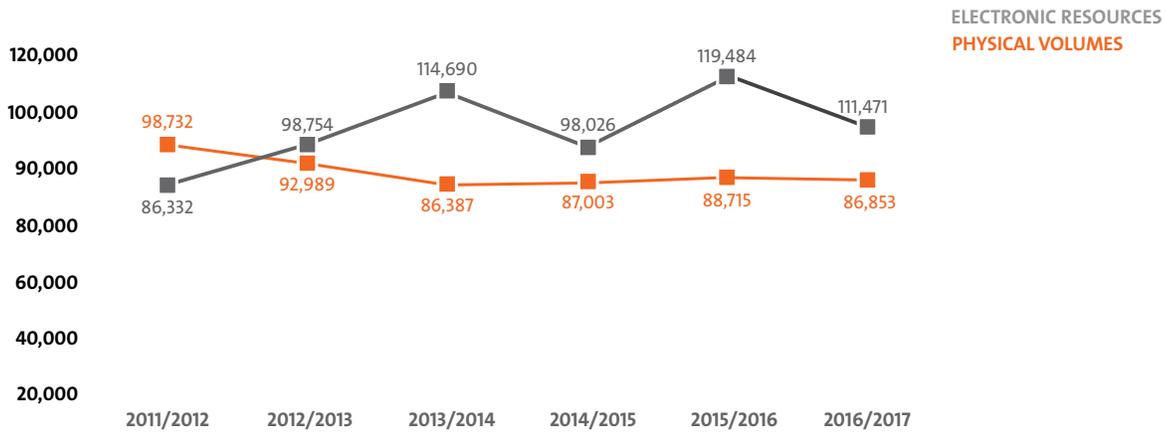
Content & resources.

CURATED, SEAMLESS, DYNAMIC

In order to continue to meet the research needs of the Langara community, the Library uses evidence based practices and consultation with the broader Langara Community, expanding the Library's collection using a range of physical and electronic resources.

SHIFTING TRENDS IN COLLECTION FORMATS

Over the last several years, the Langara Library, like many libraries, has transitioned from a collection composed primarily of physical materials to one composed largely of electronic resources. Since 2011/12, the number of physical volumes in the collection has dropped by more than 10,000 (from 98,732 to 86,853) while the number of electronic resources in our catalogue has increased by over 25,000 resources (from 86,332 to 111,471). Furthermore, many thousands of additional electronic resources, such as journal articles, are available to the Langara Community via online databases.

PHYSICAL & ELECTRONIC COLLECTIONS, 2011/12 - 2016/17

ELECTRONIC RESOURCES
PHYSICAL VOLUMES

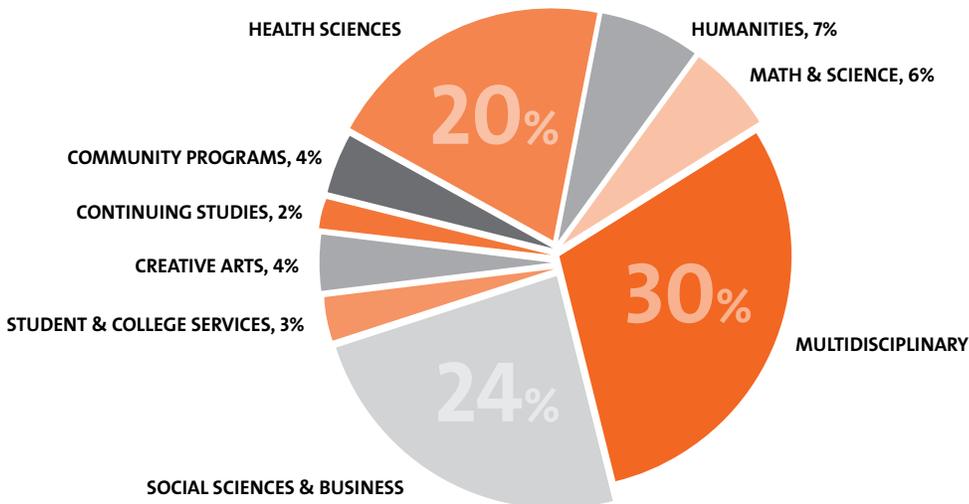|	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Electronic Resources	86,332	98,754	114,690	98,026	119,484	111,471
Physical Volumes	98,732	92,989	86,387	87,003	88,715	86,853

PHYSICAL & ELECTRONIC EXPENDITURES, 2011/12 - 2016/17

ELECTRONIC RESOURCES
PHYSICAL VOLUMES

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Electronic Resources	169,671	176,755	201,703	215,460	211,726	282,492
Physical Volumes	115,596	111,377	117,444	89,648	144,723	125,966
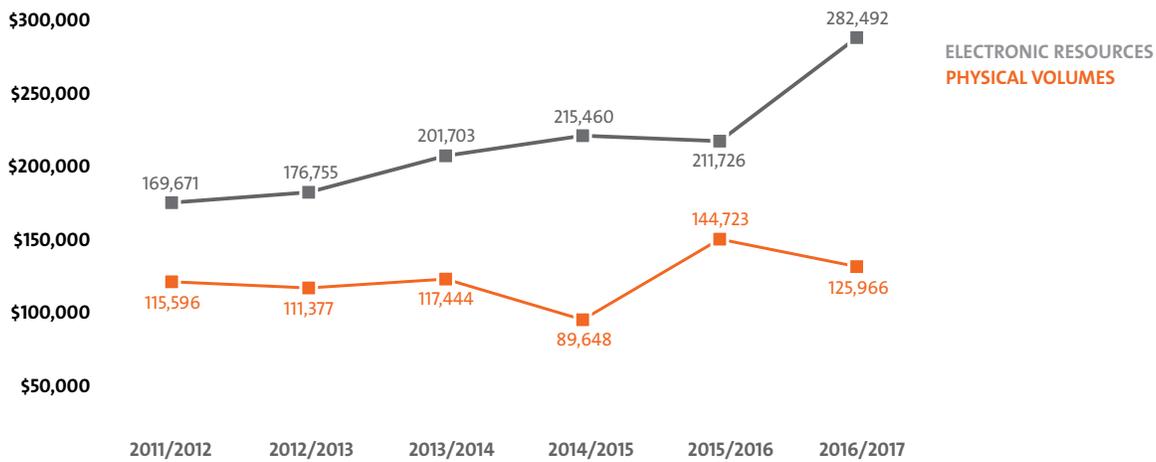
ORDERS BY AREA (ALL FORMATS)

Total Expenditures: $455,326

- HEALTH SCIENCES, 20%
- HUMANITIES, 7%
- MATH & SCIENCE, 6%
- COMMUNITY PROGRAMS, 4%
- CONTINUING STUDIES, 2%
- CREATIVE ARTS, 4%
- STUDENT & COLLEGE SERVICES, 3%
- MULTIDISCIPLINARY, 30%
- SOCIAL SCIENCES & BUSINESS, 24%

INTRODUCING LaIR: THE LANGARA INSTITUTIONAL REPOSITORY

Langara has joined Arca, the BC Electronic Library Network's (ELN) digital repository consortium. The institutional repository will house the College's research output and Applied Research publication, and showcase the digital objects produced by academic programs including but not limited to Publishing, Fine Arts, and English.

To raise awareness of the institutional repository across campus, the Library held a naming contest that targeted students, staff, and faculty, through March and April. A panel of judges consisting of representatives from the Library, Langara's Educational Technology department, and the Scholarly Activity Steering Committee reviewed the 148 submissions and unanimously selected the winning entry: LaIR (Langara Institutional Repository).

The winning entry was submitted by Anna McAuliffe, Division Assistant. A runner-up prize was awarded to Anne Dodds from the Office of the Dean of Arts. Anna and Anne were both awarded gift certificates to Oakridge Centre.

The initial collections that will be added to The LaIR over summer 2017 include:

- back issues of Pacific Rim Magazine by the Langara Publishing Program
- W49 Magazine, which shares the winning entries of the annual Langara Writing Contest
- reports associated with the Research and Scholarly Activities Fund

Librarian Alli Sullivan presenting Oakridge Centre gift card to contest winner Anna McAuliffe

Interactive spaces.

INNOVATIVE ENVIRONMENTS FOR LEARNERS

The Library is the heart of the vibrant, engaging, and exciting educational experience at Langara. In 2016/17, the Library continued to improve its physical and virtual spaces in order to better serve the rapidly growing number of students and staff accessing library resources and services.

LIBRARY TRAFFIC SPIKES

2016/17 continued the upward trend of foot traffic in the Library, shattering monthly gate count records in 8 of the 12 months in the year. Overall, the Library welcomed over 48,000 more visitors to the Library compared to 2015/16, and over 100,000 more visitors than just four years ago.

As expected, with the increasing number of visitors, Library staff have been fielding significantly more research and facilitative questions from students.

LIBRARY VISITS
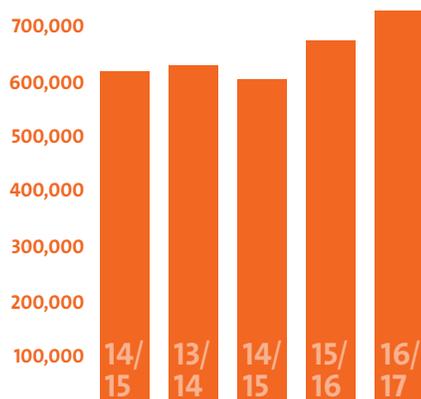
OBSERVATIONAL STUDY

In November 2016 and March 2017, the Library conducted two week-long observational studies of its increasingly busy space in order to identify the most highly used areas.

The studies confirmed that silent study space intended for individual study on the 3rd floor is under-used. Currently, the space has tables of various lengths and widths. While some were too narrow in practice to accommodate the four seats assigned, others were more suited to group work, generating issues with noise. To increase seating and to mitigate recurring issues with talking, the Library purchased new tables that can be partitioned into individual study carrels. Installation is expected in the fall 2017 semester.
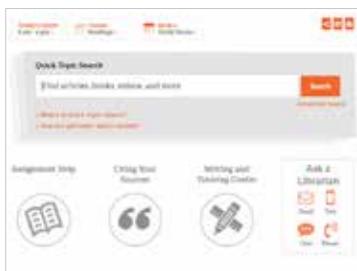
LIBRARY WEBSITE GETS A REDESIGN

Following extensive user experience testing, the Library launched its revamped website in August 2016. The homepage features a streamlined design and is optimized for mobile and tablet use.

IMPROVING GROUP WORK SPACES

The planned upgrade to the two mini-theatres in the Learning Commons was successfully completed by IT. Students can now collaborate on projects with access to a 60" monitor connected to either a College Citrix computer or their own laptops. So far, students seem to find these multimedia units easy to use, requiring minimal training by library staff.

LANGARA LIBRARY FACEBOOK

The Library & Learning Commons continues to connect with students, faculty and the community. Throughout 2016/17, the Facebook page featured several series of themed posts targeting key elements of information literacy such as "Research Tips" and "CopyRIGHT or CopyWRONG: Debunking Copyright Myths."
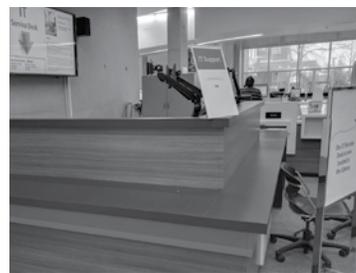
IT GETS A PERMANENT HOME IN THE LIBRARY LOBBY

Following a successful trial run, the IT Help Desk officially moved to the Library lobby in June 2016. In March 2017, a permanent IT Help Desk was constructed that allows for easier interactions between IT staff and students, as well as Library staff.
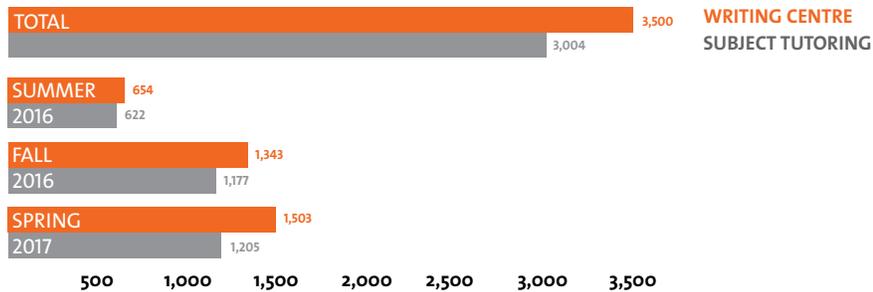
Learning Commons.

A CENTRALIZED LOCATION OF SERVICES AND TOOLS TO SUPPORT STUDENT LEARNING

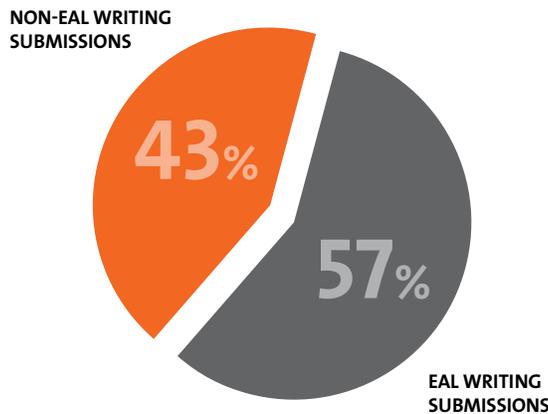## DEMAND FOR TUTORING SERVICES CONTINUES TO GROW

The Writing and Tutoring Centre saw 25% growth in student visits over the 2015/16 year. While subject tutoring experienced a 48% increase in student visits, the Writing Centre maintained a steady growth of 10%. Langara students continue to be the largest group using WriteAway (a shared online writing support service), ahead of larger institutions such as UBC, SFU and KPU. 57% of our WriteAway users self-identify as English as an Additional Language (EAL).

TUTORING SERVICES - 2016/17

		WRITING CENTRE
TOTAL	3,500	
	3,004	SUBJECT TUTORING
SUMMER	654	
2016	622	
FALL	1,343	
2016	1,177	
SPRING	1,503	
2017	1,205	

500 1,000 1,500 2,000 2,500 3,000 3,500

WRITEWAY 2016/17

Total submissions: 584

NON-EAL WRITING SUBMISSIONS

43%

57%

EAL WRITING SUBMISSIONS

TUTORING SERVICES TREND

6,000
5,000
4,000
3,000
2,000
1,000

3,185
2,017
15/16

3,500
3,004
16/17

WRITING CENTRE
SUBJECT TUTORING
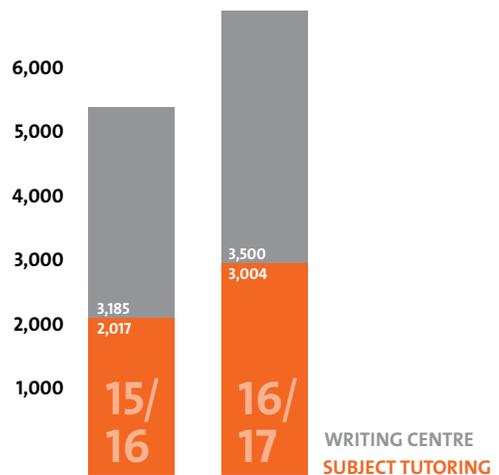
WORKSHOPS

Workshops on learning and writing skills continue to be offered in the Learning Commons. During the fall 2016 and spring 2017 semesters, the Writing Centre ran several workshops on topics such as Thesis Statements, Outlines, Paraphrasing, and Essay Writing. Attendees expressed a high level of satisfaction with these workshops in exit surveys.

Time Management, Learning and Memory, and Note-Taking are a few of the well-attended Student Success Workshops offered by the Counselling Department.

WRITING CENTRE WORKSHOPS

Fall 2016 and Spring 2017

TOPICS:
- Essay writing
- Outlines and Thesis Statements
- Citing and Paraphrasing

Satisfaction Rating by attendees: 4.55 with 5 being the highest.

7
workshops

84
attendees

STUDENT SUCCESS WORKSHOPS

Summer 2016 and Spring 2017*

TOPICS
- Time Managment
- Learning and memory
- Note-taking
- Speed reading
- Mastery and concentration
- Stress Management
- Exam anxiety
- Procrastination

*Fall 2016 semester statistics were lost due to office renovations. Does not include class presentations by counsellors

32
workshops

456
attendees

SUPPORTING INTERNATIONAL STUDENTS

In addition to services available to all students, the Learning Commons and its partners conducted workshops and orientations specifically targeted at international students. A workshop on using the Learning Commons for support has been integrated into International Education's new student orientation program offered at the beginning of each semester. In addition, the Peer Supported Learning program offers support sessions in the Learning Commons' teaching classroom (L216). The Language Assisted Learning Initiative is expected to offer their sessions in the same classroom in 2017/18.

NEW TUTORING SERVICES

The Economics Department began offering tutoring by faculty and peer tutors during the summer semester. Economics tutoring has proven to be in high demand by students over the short time since its launch. Peer support for D2L and Microsoft applications such as WORD began as a pilot initiative with funding from the Office of the Provost, and VP, Academic and Students. Identified as a gap in the range of supports offered by Langara, this service continues beyond the pilot phase to become a permanent part of the Learning Commons.

PROMOTION AND SATISFACTION SURVEY

To encourage students to use our writing and tutoring services earlier in the term, the Learning Commons ran a promotional campaign between September 19th and October 14th, 2016. A survey to evaluate satisfaction with the tutoring service accompanied the draw prize entry form. The results of the survey indicate that overall students are very satisfied, with 81% of respondents rating their visit with a tutor as "satisfied." Specific questions about a topic (56%) was the most common type of help sought by students visiting subject tutors. Grammar and punctuation, and outlines and thesis statements, were the two most common type of help sought by students visiting the Writing Centre.

NEW WRITING CENTRE COORDINATOR

Megan Otton, long time faculty member and Writing Centre Coordinator, retired at the end of the spring 2017 semester. During her time as Writing Centre Coordinator, Megan always focused on student needs, and was responsible for many initiatives including the launch of drop-in writing workshops and on-demand classroom visits. The Learning Commons would like to thank Megan for her contribution to the success of the Writing Centre. While Simon Casey will continue his regular role as the summer semester coordinator, Tess MacMillan will succeed Megan as the new Writing Centre Coordinator beginning in fall 2017.

Upcoming Priorities

- Promotional campaign in September 2017
- Review and update tutoring training tutorial
- Learning Commons website refresh

Learning Commons report submitted by Joyce Wong, Coordinator, Learning Commons.

Connecting with students

A YEAR IN REVIEW

SUMMER 2016

Over the summer months, the Library highlighted its robust collection of paperback fiction, graphic novels, and English literature books during a Library on the Lawn event. Students dropped by to beat the heat with icy refreshments and checked out the titles on display.

The Library helped promote a unique Langara course offering in advance of the fall semester. The Library created an engaging display highlighting Writing Lives: The Holocaust Survivor Memoir Project, a course that provides a rare opportunity to work with local holocaust survivors to produce their memoirs.

FALL 2016

SEPTEMBER

The Library hosted an open house to welcome students back to campus in September. Students entered contests, tinkered with LEGO, indulged in treats, and chatted with librarians and tutors about academic supports available through the Library & Learning Commons.

OCTOBER

October is Islamic History Month and the Library celebrated with a display celebrating Islam's rich history and the numerous contributions of Muslim Canadians.

Halloween is always a fun time at the Library. This year, the Library's creative staff celebrated with a spooky homage to Hitchcock's *The Birds*.

NOVEMBER

During International Education Week, the College celebrates the vibrant diversity of our student body. This year, the Library featured displays of international authors and encouraged students to share aspects of their unique heritage and language with daily whiteboard questions.

DECEMBER

De-Stress Fest remains a popular attraction at the Library. In December, attractions included a visit from the Langara RMT students, a colouring and collage lounge, and appearances by Cookie Monster, who provided a sugar boost to cramming students.
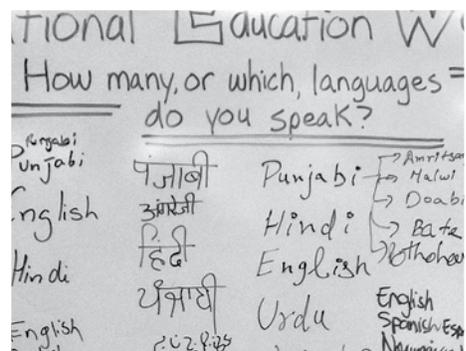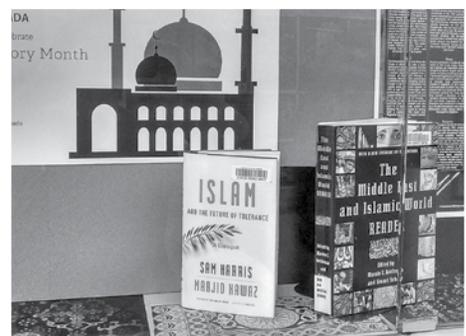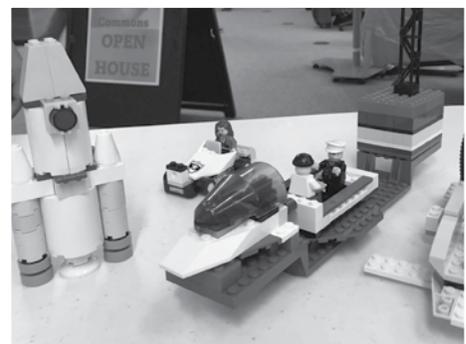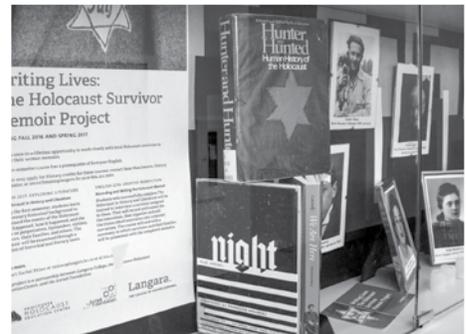
SPRING 2017

FEBRUARY

During Black History Month, the Library featured a book display highlighting the 'stories of courage' of Black Canadians.

Library staff stood up against bullying by donning pink apparel on Pink Shirt Day (Feb. 22).

MARCH

Freedom to Read Week raises awareness around the issue of censorship and other challenges to intellectual freedom. This year, the Library created a book display highlighting books in the Library collection that have been censored or challenged in the past.

APRIL

The Library contributed a "pop-up library" on April 5th at an event hosted by the ABST 2230: Aboriginal Community Development students, entitled Against the Current: Our Intercultural Journey of Reconciliation.

The April edition of De-Stress Fest featured puzzles, colouring, plenty of treats, and a visit from students in the RMT program to calm exam-time nerves.

Librarian Lindsay Tripp (right) is recognized for her work with the LEAP program at a graduation ceremony in June 2016.

Community connections.

MEANINGFUL RELATIONSHIPS

The Langara Library continues to cultivate active and collaborative working relationships with the College, other post-secondary institutions, and our professional community. In 2016/17, the Library facilitated dialogue and action around open access issues, contributed meaningfully to program reviews, and participated in other College-wide initiatives.

OPEN EDUCATION WEEK AT LANGARA

Langara kicked off Open Education Week on March 21st with a visit from renowned open education researcher and advocate, Dr. Robin DeRosa from Plymouth State University.

Robin's keynote presentation, Beyond OER: The Promises, Pitfalls, and Potential of Open Education, focused on three key questions:

- How can we make college more affordable?
- How can we improve learning?
- How can we maximize the impact of our research?

The live stream drew attendees from Canada, the United States, the Netherlands, New Zealand, South Africa, and the United Kingdom.

The event's Twitter hashtag #RDRinYVR even trended in Vancouver!

OPEN LANGARA

Langara College is one of the heaviest users of open textbooks in the province. As of the spring 2017 semester, 15 Langara instructors have adopted 57 open textbooks, potentially saving 1,868 students a total of $309,500.

Building on this trend, the Library and the Education Technology department partnered to form Open Langara, an institutional open education advisory committee. Open Langara will bring together interested parties from across campus to cultivate in-house expertise, network with the OER (Open Educational Resources) community, and steer the College's participation in the open movement. The committee will advocate for low-barrier post-secondary education by supporting the adoption of OER, open textbooks, and open access at Langara.

PROGRAM REVIEW

During the summer and fall semesters, librarians were involved in 14 program reviews, including Aboriginal Studies, Biology, Canadian Studies, Film Arts, History, Journalism, Political Science and more.

As part of the program review process, librarians contribute a report on how the Library & Learning Commons supports the program. This year, librarians also conducted research and wrote the community/industry needs report for the programs' self-study report.

ACADEMIC INNOVATION NEWSLETTER

The Academic Innovation Newsletter launched in March 2016. The newsletter is a monthly publication that provides updates on the departments comprising Academic Innovation: the Library & Learning Commons, the Educational Technology department, and the Teaching and Curriculum Development Centre (TCDC). Developed for Langara instructors and instructional staff, the content of the newsletter highlights Library resources, upcoming workshops, and articles that showcase trends in higher education and support professional development among Langara instructors.

Academic Innovation Newsletter
ADVANCING THE GROWTH AND SUCCESS OF TEACHING AND LEARNING AT LANGARA.

SUPPORTING COLLEGE INITIATIVES

March was Support Our Students (SOS) month at Langara College. One of the main events this year was a Langara Cooks event, during which college departments competed in a cook-off for Langara staff. The Library contributed with a festively decorated Mexican-themed taco station.

Library staff members continued the tradition of volunteering for convocation, helping direct guests around campus and assisting in the gown room.

The Library remains well represented on College committees, including the Academic Plan Action Groups, the Makerspace Advisory Committee, the Langara Wellness Committee, the Langara Faculty Association, CUPE, and others.

Left to right: Judy Kornfeld, Zeljka Loncaric, and Brent Searle at the Langara Employee Recognition Event

The Library team.

ORGANIZATIONAL EFFECTIVENESS

SERVICE REVIEW

Throughout 2016/17, the Library was engaged in a service review, facilitated by consultants from Emotus Operandi. Rooted in the agile design method, the Service Review process began in November 2015 and concluded in the spring of 2017 with the development of a framework to identify and adapt to future changes in the library and postsecondary landscape. The service review unfolded in four iterative stages:

- Laying the Foundation - developing a shared understanding of next steps and a focused reason for being statement
- Structures and Supports - creating a draft of operating principles and mapping important library processes
- Developing the Prototype - identifying inefficiencies and possible improvements to key library processes and prioritizing tasks
- Review and Ongoing Design - apply learnings to the next iteration of the Aim-Act-Reflect process and identify next steps.

FAMILIAR FACES, NEW ROLES

The Library successfully advocated for a new librarian position. Allison Sullivan, who had been acting as Instructional Services Librarian during Ophelia Ma's maternity leave, joined the team in a full time position, assuming the role of Instructional Services Librarian while Ophelia focuses on a new e-books portfolio.

Joyce Wong's term as Department Chair came to a close in 2017 and Ryan Vernon, Coordinator of Technical Services, was elected as the new Library Chair, assuming the role of Library Chair on May 1, 2017. Joyce has been elected into a new role as Coordinator of User Experience.

Dan Slessor, Communications Librarian, has expanded his portfolio to include assessment initiatives. Dan has begun working on the development of an assessment plan and timeline for the Library.

RETIREMENTS AT THE LIBRARY

Two long-serving employees retired in 2016/17: Judy Kornfeld (Librarian) and Zeljka Loncaric (Operations Manager). The Library is also preparing for the retirement of Brent Searle (Library Systems Manager) at the end of August 2017. With the departure of these three members of the Library family, we are losing over 100 years of experience at Langara! We wish Judy, Zeljka, and Brent much happiness in their retirement.

The team was out to help celebrate!

PROFESSIONAL DEVELOPMENT

Brent Searle, Systems Manager at Langara Library, accepted the 2017 Beacon Award on April 3, 2017, during the 2017 Innovative Users Group (IUG) Annual Conference in Baltimore. The award honours "exceptional service to the Innovative Users Community through presentations, collaboration, selfless dedication to libraries as a whole, and sage advice to others via the IUG List."

Librarian Alli Sullivan was elected to the position of Chair Elect of the BC Academic Libraries Section (BCALS) for 2017/18. Alli will assume the role of Chair for 2018/19.

Librarian Lindsay Tripp has concluded her term as President of SLA's Western Canada Chapter. Lindsay will continue to serve as Past President through 2017.

In addition to attending numerous professional development opportunities on campus and across British Columbia, Langara librarians also organized or presented at numerous conferences and workshops, including the British Columbia Library Conference; the Libraries and Higher Ed in a Time of Truth and Reconciliation Symposium; and the Special Libraries Association (SLA) Western Canada Chapter's year-end event.

LONG SERVICE AWARDS

Numerous members of the Library received Long Service Awards at the annual Employee Recognition Event on April 20, 2017. Congratulations to:

- Judy Kornfeld, 35 years
- Brent Searle, 30 years
- Richard Chong, 25 years
- Richard Birkenes, 15 years
- Alison Curtis, 15 years

Richard Chong – 25 years and counting

Just the numbers.

FISCAL YEAR 2016/17

FACILITIES STATS

	2014/15	2015/16	2016/17
Gate Count	602,617	673,899	722,645
Days Open	301	301	304
Average visitors/Day	1,999	2,239	2,377
Average open hours per week (September – April)	76	76	76
Seating Capacity	899	899	914
Public workstations	140	135	141

INSTRUCTIONAL SESSIONS

	2014/15	2015/16	2016/17
Classes	545	628	790
Participants (Students)	12,822	13,241	19,157
Library Tours	4	6	12
Tour Participants	79	69	156

REFERENCE QUESTIONS

	2014/15	2015/16	2016/17
Total reference questions answered	22,905	23,097	21,506
Total directional questions answered	16,888	20,164	24,608
Total	**39,793**	**43,261**	**46,114**

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

PHYSICAL ITEMS BORROWED

	2014/15	2015/16	2016/17
Circulation/checkouts	35,247	34,776	36,101
In-house use	17,462	17,058	17,430

ONLINE ITEMS DOWNLOADED

	2014/15	2015/16	2016/17
E-journal articles	392,011*	435,308	408,393
E-book sections	182,071	184,350	212,230

*This number has been adjusted from the 2014/15 Annual Report.

TOTAL TITLES IN COLLECTION AS OF MARCH 31

	2014/15	2015/16	2016/17
Physical	87,003	81,943	86,853
Online	98,026	119,026	111,471

INTERLIBRARY LOAN

	2014/15	2015/16	2016/17
Obtained for Langara	2,773	1,786	1,731
Provided to other libraries	459	421	448
Expenditures	$11,798	$8,612	$6,992.89

ORDERS FOR SUBJECT AREAS

	2014/15	2015/16	2016/17
Community Programs	$13,394	$14,094	$19,661
Continuing Studies	$3,008	$3,027	$7,388
Creative Arts	$14,300	$21,040	$19,966
Health Sciences	$62,003	$84,833	$89,173
Humanities	$16,791	$28,871	$29,927
Mathematics & Sciences	$15,338	$23,131	$25,804
Multidisciplinary	$111,460	$121,874	$138,654
Social Sciences & Business	$60,009	$134,138	$109,443
Student & College Services	$8,841	$16,194	$15,311
Total	**$305,144**	**$447,202**	**$455,326**

NEW PHYSICAL ITEMS (PURCHASED ONLY)

	2014/15	2015/16	2016/17
Reference	18	16	16
Media	155	173	127
Circulating books	981	875	884
Total	**1,154**	**1,064**	**1,027**

NEW TITLES ADDED TO CATALOGUE (BY FORMAT)

	2014/15	2015/16	2016/17
Electronic	9,340	24,697	1,447
Media	6,170	12,920	6,310
Print	2,357	1,566	4,054
Total	**17,867**	**39,183**	**11,811**
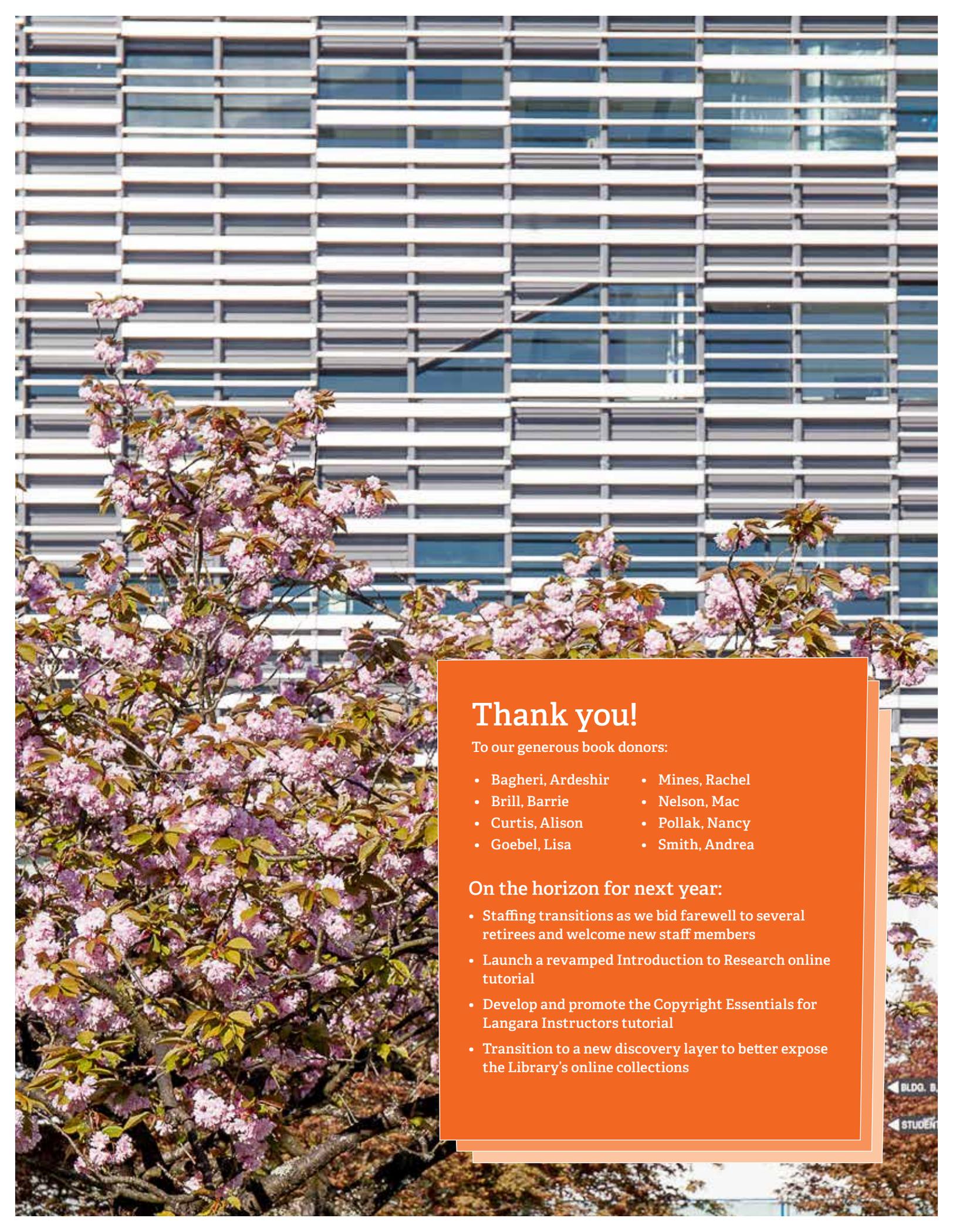
Thank you!

To our generous book donors:

- Bagheri, Ardeshir
- Brill, Barrie
- Curtis, Alison
- Goebel, Lisa
- Mines, Rachel
- Nelson, Mac
- Pollak, Nancy
- Smith, Andrea

On the horizon for next year:

- Staffing transitions as we bid farewell to several retirees and welcome new staff members
- Launch a revamped Introduction to Research online tutorial
- Develop and promote the Copyright Essentials for Langara Instructors tutorial
- Transition to a new discovery layer to better expose the Library's online collections