# Powered by curiosity.

LIBRARY SERVICES ANNUAL REPORT 2014

## Langara.
THE COLLEGE OF HIGHER LEARNING.

April 2013 - March 2014

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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.

# Introduction.

During 2013/14, the Library built upon the strategic visioning project undertaken in 2012/13. Consultants guiding the project included two recommendations in their final report to the Library Strategic Vision Steering Committee. This year, the Library successfully implemented both recommendations:

We recommend that the Library Director's position be filled as soon as possible.

- The position Director, Academic Innovation has been created, expanding this administrative role to include Educational Technology and the Teaching & Curriculum Development Centre, two areas identified in the Strategic Plan as key partners for the Library.

At Langara, the Library Director should report to the Vice-President Academic and Provost.

- The Director, Academic Innovation, and therefore the Library, will report directly to the Provost/VP Academic & Students.

The *Langara College Library Strategic Plan 2013-2020: Contributing to Academic Excellence for the 21st Century* was shared with the broader Langara community and Library employees embraced its direction. Activities during the Annual Planning Day in May connected the Library's strategic plan to that of the College and ensured any new initiatives reflected Langara's "refreshed" priorities.

Working groups successfully:

- Developed the Library's visual identity, entitled "Curiosity," which is reflected in the design of this annual report.
- Strengthened the Library's position as Langara's copyright knowledge centre with a suite of policies and a robust web presence.
- Informally connected with the Teaching and Curriculum Development Centre with plans to develop a more formal relationship next year.
- Implemented and held regular IT/Library meetings to communicate upcoming initiatives, provide supporting data where possible and follow up on pending issues or concerns.

Succession planning is an ongoing focus. Annie Jensen has started learning about media librarianship in anticipation of Susan Weber's retirement in June 2014.

As Langara launches its first Academic Plan, the Library will participate on several Action Groups, further ensuring we connect to the academic vision of the College.



Patricia Cia,
Head of Library Services (interim)

*The hiring process of Director, Academic Innovation concluded at the beginning of April 2014. Patricia Cia takes on the new role effective July 2014.*
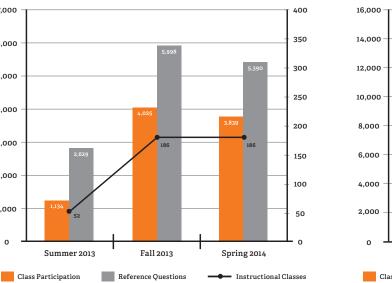
# Sharing unique expertise.

**LIBRARY INSTRUCTION AT LANGARA**

**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.**

The Library supports students and faculty through its innovative instructional role at the College. In 2013/14, the Library increased its role in the classroom through flexible online tutorials and in-class instructional sessions.
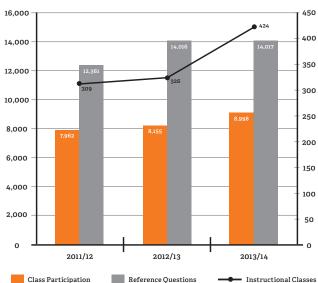
**TEACHING STUDENTS IN PERSON AND ONLINE**

Highlights from a year of instruction include:

- Setting a new record for the amount of instruction sessions delivered by the Library – the Library offered 424 classes face-to-face and online.
- The debut of a new Avoiding Plagiarism tutorial in Fall 2013 on Langara's Desire2Learn (D2L) online learning platform. The tutorial features video interviews with five Langara instructors, who discuss plagiarism within their disciplines. The tutorial has had excellent uptake—nine departments currently make use of it – and has been posted online as a seven-part YouTube series.
- With assistance from Institutional Research, the Library conducted its second Faculty Survey of Library Instruction Services. 115 instructors responded to the survey and feedback was overwhelmingly positive.

## Reference and Instructional Services

### Comparisons by term for 2013/2014



Summer 2013: Class Participation 1,134; Reference Questions 2,629; Instructional Classes 52
Fall 2013: Class Participation 4,025; Reference Questions 5,998; Instructional Classes 186
Spring 2014: Class Participation 3,839; Reference Questions 5,390; Instructional Classes 186

Legend: Class Participation | Reference Questions | Instructional Classes

### Comparisons by year



2011/12: Class Participation 7,962; Reference Questions 12,361; Instructional Classes 309
2012/13: Class Participation 8,155; Reference Questions 14,016; Instructional Classes 326
2013/14: Class Participation 8,998; Reference Questions 14,017; Instructional Classes 424

Legend: Class Participation | Reference Questions | Instructional Classes

|  | Spring 2013 | Spring 2014 | Change % |
|---|---|---|---|
| **In-person Classes** | 84 | 95 | 13% |
| Number of Attendees | 2477 | 2012 | -19% |
| **Online Tutorials** | 47 | 91 | 94% |
| Number of Students | 932 | 1827 | 96% |

The spike in instructional classes can be attributed to the increased interest in online tutorials in the Spring term. The number of participants in Spring 2014 online tutorials almost doubled from Spring 2013.

# 2014 Library Instruction Survey

## Overall Experience with Library Instruction Services

| | | |
|---|---|---|
| **69%** | **29%** | |

0%          25%          50%          75%          100%

| Very Satisfied | 69% | (31 out of 45 respondents) | Very Dissatisfied | 0% | |
| Somewhat Satisfied | 29% | (13 out of 45 respondents) | Somewhat Dissatisfied | 0% | |
| Neutral | 0% | | No Opinion | 2% | (1 out of 45 respondents) |

## Impact of Library Instruction Services on Quality of Student Assignments

| | | |
|---|---|---|
| **46.7%** | **46.7%** | |

0%          25%          50%          75%          100%

| Much Better | 46.7% | (21 out of 45 respondents) | Much Worse | 0% | |
| Somewhat Better | 46.7% | (21 out of 45 respondents) | No Change | 6.7% | (3 out of 45 respondents) |
| Somewhat Worse | 0% | | | | |

**COMMENTS FROM INSTRUCTION SURVEY**

On Library Instruction…

" *Gave the students the needed resources for my class, and in having a librarian visit our class, the students felt that they had someone they could go to for help.*"

" *Increases students' awareness and understanding of how to incorporate research so as to strengthen their writing.*"

" *Is absolutely necessary to my students' success, and should be compulsory for all courses at Langara that require a written assignment.*"

**OTHER FINDINGS FROM THE LIBRARY INSTRUCTION SURVEY:**

- All respondents (100%) found the process of booking classes with our librarians to be 'Good' or 'Very Good.'

- The vast majority of respondents (97%) rated the content of in-class sessions to be 'Good' or 'Very Good.'

- Most respondents (78%) found the quality of a tailored Assignment Guide for students to be 'Good' or 'Very Good,' while 19% of respondents did not request/receive an Assignment Guide as part of the instruction process.

# Curated, seamless, dynamic.

**CONTENT & RESOURCES**

**The Library remains the College's primary agent for acquiring and curating content in a cost effective and efficient manner, taking advantage of external sources, consortia and shared services.**

The Langara Library's collection continues to evolve to better meet the needs of our patrons in a rapidly changing information landscape.

As our content evolves, so do our processes. At the end of 2013/14:

- The majority of our resources can be accessed remotely
- Our community plays an active role in our collection development
- The discovery process is seamless and intuitive

## ENCORE ES

The Library chose Encore ES as its new discovery platform. Encore ES integrates full-text article results with library catalogue results, creating a single relevance-ranked stream of library resources within an intuitive interface. In June, after months of direct collaboration with developers at Innovative Interfaces, EBSCO, and other libraries in the beta test group, Langara Library was the first site worldwide to go live with Encore ES.

## ART BOOK DONATION

Approximately 1,500 art books were donated to the Library by a community member. Fine Arts liaison librarian Joyce Wong worked with instructors and other librarians to select the most relevant material, and Technical Services staff members cataloged, processed and prepared the books for use at Langara. We ultimately added 528 art books to our collection.
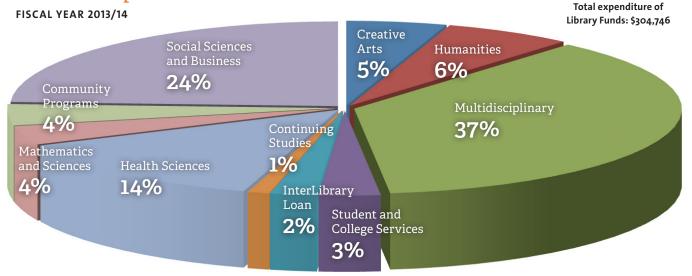
## COPYRIGHT

Langara opted out of its license agreement with Access Copyright in August 2013, joining 59 other Association of Canadian Community Colleges (ACCC) member institutions in ending a formal relationship with the organization.

The Library continued to support the College's copyright needs throughout 2013/14, by:

- Developing an extensive copyright website that incorporates College-approved policies and directives
- Facilitating copyright workshops for departments on campus
- Forming a college-wide Copyright Advisory Committee
- Providing copyright consultation services to instructors
- Exploring copyright compliance software compatible with the D2L platform
- Continuing to develop in-house expertise through staff training

## New content purchased in all formats

**FISCAL YEAR 2013/14**

**Total expenditure of Library Funds: $304,746**



Social Sciences and Business 24%
Community Programs 4%
Mathematics and Sciences 4%
Health Sciences 14%
Continuing Studies 1%
InterLibrary Loan 2%
Student and College Services 3%
Creative Arts 5%
Humanities 6%
Multidisciplinary 37%

Subject Librarians work closely with their departments to determine the appropriate content and format that help students succeed in their course work. Business and Nursing tend to require more specialized and expensive resources.
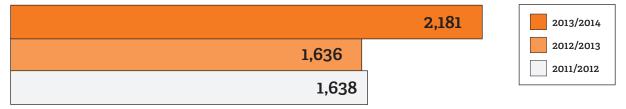
# Evolving content.

**"JUST IN TIME" COLLECTION STRATEGY**

Through demand-driven acquisition (DDA), our users trigger loans or purchases of ebooks pre-selected by Langara subject librarians. This year, the Library expanded its DDA program to include both Ebrary and EBSCO as vendors, resulting in 87 ebook purchases and 556 short-term loans.

TitanFil◉

The Library also improved the convenience, visibility and ease of use of our interlibrary loans service. We streamlined our online forms, launched TitanFile online article delivery, and focused on quick turnaround times. Interlibrary loan requests increased by almost 40% over the previous year, and article requests more than doubled.
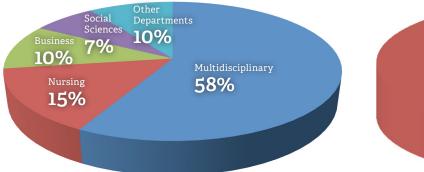
## InterLibrary Loan Requests Filled

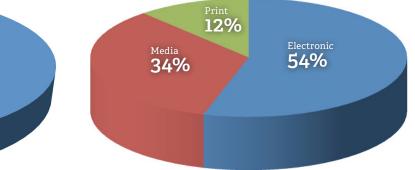| | |
|---|---|
| 2,181 | ■ 2013/2014 |
| 1,636 | ■ 2012/2013 |
| 1,638 | □ 2011/2012 |

The Library's collection continues to reflect the shifting research habits of our students and faculty. Digital resources, which can be accessed by our community anytime and anywhere, consumed 61% of the Library's collections budget in 2013/14. Electronic resources include online journals, books, streaming media, and other online resources.
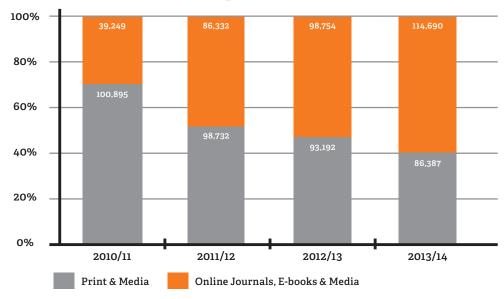
## Electronic expenditures by division
**$186,710 OR 61% OF COLLECTIONS BUDGET**

Other Departments **10%**
Social Sciences **7%**
Business **10%**
Nursing **15%**
Multidisciplinary **58%**

## Format breakdown of new titles
**19,789 TITLES ADDED**

Print **12%**
Media **34%**
Electronic **54%**

## Total titles in collection at year end

| | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
|---|---|---|---|---|
| Online Journals, E-books & Media | 39,249 | 86,332 | 98,754 | 114,690 |
| Print & Media | 100,895 | 98,732 | 93,192 | 86,387 |

■ Print & Media  ■ Online Journals, E-books & Media

# Innovative environments for learners.

**INTERACTIVE SPACES**

With students and faculty our primary consideration, we continue to improve our physical and virtual spaces. The Library remains at the heart of the Langara community.

The Library's physical and virtual space continues to be a hub of activity for students and faculty. In 2013/14, the Library implemented many positive changes designed to meet user needs. The Library took advantage of its shrinking physical collection and increased its overall seating capacity.

The Learning Commons continued to establish itself as a venue for exchange among students, tutors, and library staff.

Online, the Library integrated services, content, and discovery, resulting in increased web usage.
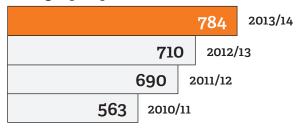
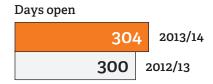## Connecting with students in our spaces.

**Online views***

| | |
|---|---|
| 1.27 million | 2013/14 |
| 1.08 million | 2012/13 |

*(Encore, WebPac, Library Website)

**In-person visits**

| | |
|---|---|
| 624,913 | 2013/14 |
| 616,399 | 2012/13 |

**Days open**

| | |
|---|---|
| 304 | 2013/14 |
| 300 | 2012/13 |

**Seating Capacity**

| | |
|---|---|
| 784 | 2013/14 |
| 710 | 2012/13 |
| 690 | 2011/12 |
| 563 | 2010/11 |

**Average hours open per week (Sept - Apr)**

| |
|---|
| 76 |

# Learning Commons.

Launched in 2012 and located on the 1st Floor of the Library, the Learning Commons provides customized academic support, including peer tutoring, learning skills workshops, and writing and research help.

## THE SPACE

This year, the Learning Commons underwent renovations to expand its teaching and learning space.

**Expanded teaching capacity**

A new layout and combination of desktop and laptop seating increased the capacity of the Teaching Lab from 20 to 35 seats. When not in use for instruction by the Library and Learning Commons and its partners, the Teaching Lab serves as one of the few drop-in labs on campus.

**Refreshed Smart Tables technology**

To accommodate the increasing variety of technologies used by students, the Learning Commons' Smart Tables were upgraded with high resolution monitors and a variety of compatible adapters. Students can now seamlessly connect their devices to the Smart Table monitors.

**Improved access to learning technologies**

Formerly a lab dedicated to students registered with Langara's Disability Services, the Adaptive Lab was converted into a Learning Technology Lab open to all students. The addition of 2 computer stations allows Disability Services staff to offer specialized student training in the lab. To date, 22 sessions have been offered on a wide range of assistive technology applications such as Kurzweil 3000 and Dragon.
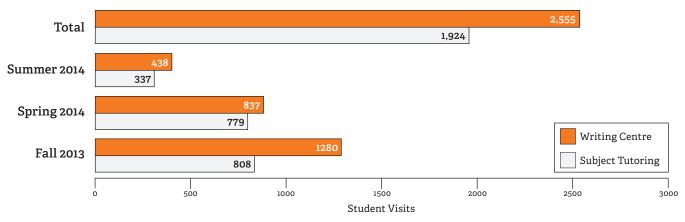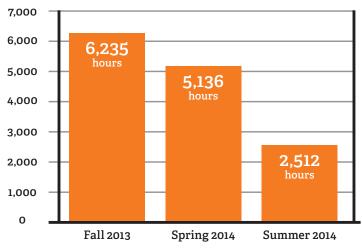
## SERVICES

**Improved tutoring services**

To expand the skills of the Learning Commons tutors, an online training tutorial was developed for a Fall 2014 launch. The tutorial covers such topics as basic tutoring principles, how to's, and role-play videos to illustrate challenging situations. The tutorial was developed with the generous support of the BCIT Learning Commons, who shared their training materials for our use.

The Learning Commons continues to expand tutoring services to students from a wide array of subject areas. With the addition of Psychology to our subject areas in September 2013, students can now receive tutoring services in seven subjects: Accounting, Biology, Chemistry, Computer Science, Nursing Biology, Physics and Psychology. The Learning Commons also plays a role in linking students with additional tutoring services. For instance, the Learning Commons website now features information on the Geography Lab's services and hours.

## Tutoring Services



Bar chart — Student Visits

| | Writing Centre | Subject Tutoring |
|---|---|---|
| Total | 2,555 | 1,924 |
| Summer 2014 | 438 | 337 |
| Spring 2014 | 837 | 779 |
| Fall 2013 | 1280 | 808 |

## Group Study Bookings



Bar chart — hours

| | Hours |
|---|---|
| Fall 2013 | 6,235 hours |
| Spring 2014 | 5,136 hours |
| Summer 2014 | 2,512 hours |

# 738
**Attendees to Drop-in Workshops offered by Counselling & Library**

# 14,017
**Reference Questions Answered 2013/2014**

**Growing our website**

The Learning Commons website includes numerous resources to help students improve their research, writing, studying, and computer skills. In 2013/14, additional web resources were published on topics such as:

- Finding Scholarly or Peer Reviewed Articles
- 3 Tips to Improve Your Search Results
- Time Management
- Active Reading
- Taking Notes from Textbooks

**Collaborative Workshops**

In 2013/14, the Learning Commons hosted a wide range of workshops to assist students with their academic success, such as:

- The Counselling Department's Student Success Workshops, with topics like time management, note-taking and exam preparation.
- Sean Maschmann from the History Department led a well-attended workshop on the essentials of essay writing.
- The Library offered a number of "Citation Bootcamp" workshops, teaching students how to cite sources.

**UPCOMING PRIORITIES FOR THE LEARNING COMMONS**

- Learning Commons Website: expand online writing help
- Technology: 3D Printing Showcases and Meetup
- Services: promotion of the Learning Commons' writing and subject tutoring help

# Meaningful relationships.

**COMMUNITY CONNECTIONS**

Our success depends on our ongoing relationship and ongoing communication with all of our communities of interest—the College, other post-secondary institutions, our profession, and Vancouver residents.

2013/14 provided countless opportunities for the Library to engage with the College community and share our stories and successes.

**CONNECTING WITH THE COLLEGE COMMUNITY**

Highlights from a year of engagement with the College community:

- The Learning Commons held a successful Employee Open House in June. Treats included ice-cream, special toppings, and tours of the Learning Commons. The Learning Commons also held an Open House for students on Sept. 4, 2013. Stations were set up in the Learning Commons to highlight the Writing and Tutoring Centre, the Library's Research Help Service and the Smart Tables. The Langara Counselling Department also offered small group sessions on career planning and college transition during the Open House.

- We hosted an extremely popular "Treats and Sweets" party in February, inviting all Langara employees to browse highlights from the Library collection, sample gourmet desserts baked by librarians, and take home a free art book.

- The Library brought its services and collections outside of its physical walls by participating in College-wide celebrations like Welcome Week, International Education Week, and the Langara Pride Fair. Our thematic film screenings and pop-up mini-Library tables were popular with students and employees alike.

- The Library showed off its Langara spirit, participating as a team in many cross-campus activities such as Pink Shirt Day and the Halloween Decoration Contest.

- Langara Design Formation and Fine Arts students continue to showcase their works with Library-based displays throughout the year, such as "Paperbag Couture" and ongoing photographic exhibitions.

- The Library hosted live-streaming of the 2014 TED Talks held in Vancouver, with many Langara faculty, staff and students dropping in for the powerful and inspiring sessions.

- A team of Library employees collaborated with the Langara Communications and Marketing (C&M) department to develop a unique visual identity for the Library, which will roll out in Fall 2014.

*Langara Library's "Triple Word Score" photo from this year's De-Stress Fest was among the winners of the 2013 Charleston Photo Contest. The photo is featured in the 2014 SAGE calendar.*
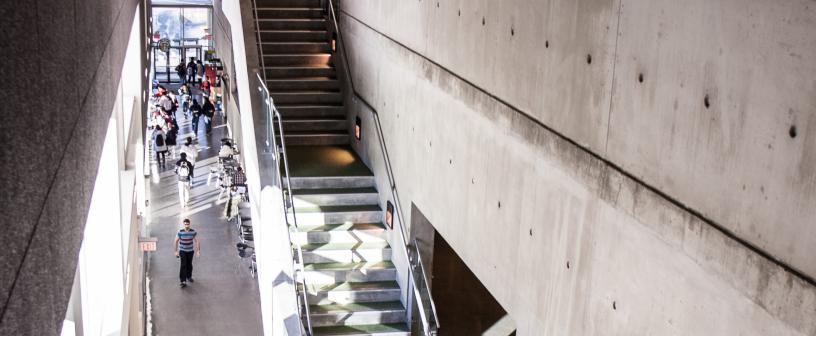
## SHARING OUR SUCCESSES

- This year, Langara Library employees spoke at and actively planned conferences: BC Library Association (BCLA) Annual Conference, Special Libraries Association (SLA) Annual Conference, SLA Arabian Gulf Chapter in Doha, Charleston Conference, and Children Writers and Illustrators of BC (CWILL).

- The Library's implementation of Encore ES provided many opportunities to share our story:

  - A spotlight article in the July 2013 issue of Innovative Interfaces' *INNBrief* newsletter.

  - Innovative Interfaces unveiled Encore ES at the annual American Library Association (ALA) Conference using Langara Library as their demonstration site.

  - Electronic Resources Librarian Emma Lawson and representatives from Innovative Interfaces and EBSCO gave a joint presentation on library discovery at the well-respected Charleston Conference.

  - Brent Searle (Manager, Library Systems) was interviewed for an upcoming article in *Information Today*.

- We presented two projects at Langara's 2nd annual Applied Research Showcase:

  - *Langara Library's Avoiding Plagiarism Tutorial: A Collaborative Approach.* Copyright Librarian Lindsay Tripp and University of British Columbia iSchool student Amber Saundry presented the Library's new plagiarism tutorial, which was developed with quantitative and qualitative feedback from the campus community.

  - *Library Discovery Service: Finding the Best Fit.* Representatives from the Library presented on their rigorous evaluation of EBSCO ES, a process that included focus groups, a survey, and task testing.

## LEARNING FROM OUR COLLEAGUES

- We hosted meetings with our professional communities: BC Library Association meetings, Western Canada Innovative Users Group, and Justice Institute of BC library staff, as part of their organization's Professional Development (PD) Day.

- The Library's PD Day showcased colleagues from departments around Langara: Educational Technology, IT, Student Conduct and Judicial Affairs, Counselling, the Teaching and Curriculum Development Center, Bookstore, and Centre for Accessible Post-secondary Education Resources (CAPER-BC).

# Organizational effectiveness.

**THE TEAM: EMPLOYEE NEWS AND UPDATES**

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.

Niina Mitter retired after a long career at Langara contributing as a leader, media expert and finally Copyright Librarian.

Niina Mitter

Lindsay Tripp was hired as Langara's new Copyright Librarian.

Lindsay Tripp

Ophelia Ma returned from her maternity leave eager to reconnect with everyone at Langara.

Ophelia Ma

# Just the numbers.

**FISCAL YEAR 2013/2014**

### IN-PERSON VISITS

|  | 2011/12 | 2012/13 | 2013/14 |
|---|---|---|---|
| Days open | 306 | 300 | 304 |
| Gate count | 606,208 | 616,399 | 624,913 |
| Average hours per week September-April | 76 | 76 | 76 |
| Seating capacity | 690 | 710 | 784 |

### INSTRUCTIONAL SESSIONS
**Summer, Fall, and Spring terms**

|  | 2011/12 | 2012/13 | 2013/14 |
|---|---|---|---|
| Classes | 327 | 326 | 424 |
| Participants (students) | 8,836 | 7,595 | 8,998 |
| Reference questions | 12,361 | 14,016 | 14,017 |

### PHYSICAL ITEMS BORROWED

|  | 2011/12 | 2012/13 | 2013/14 |
|---|---|---|---|
| Circulation/checkouts | 55,535 | 52,180 | 44,500 |
| In-house use | 27,588 | 24,084 | 19,491 |

### ONLINE ITEMS DOWNLOADED

|  | 2011/12 | 2012/13 | 2013/14 |
|---|---|---|---|
| E-journal articles | 389,563 | 381,192 | 397,712 |
| E-book sections | 370,454 | 345,590 | 283,073 |

### TOTAL TITLES IN COLLECTION AS OF MAR 31

|  | 2011/12 | 2012/13 | 2013/14 |
|---|---|---|---|
| Physical | 98,732 | 93,192 | 86,571 |
| Online | 86,332 | 98,754 | 114,690 |

### INTERLIBRARY LOAN

|  | 2011/12 | 2012/13 | 2013/14 |
|---|---|---|---|
| Obtained for Langara | 1,638 | 1,636 | 2,181 |
| Provided to other libraries | 767 | 565 | 519 |

### ORDERS FOR SUBJECT AREAS
**Library funds (includes matching)**

| Division | 2011/12 | 2012/13 | 2013/14 |
|---|---|---|---|
| Multidisciplinary | $107,272 | $114,080 | $112,476 |
| Community Programs | $12,760 | $13,488 | $12,378 |
| Continuing Studies | $3,195 | $2,737 | $3,272 |
| Creative Arts | $14,360 | $20,367 | $15,121 |
| Health Sciences | $37,668 | $35,514 | $41,025 |
| Humanities | $26,027 | $25,214 | $19,438 |
| InterLibrary Loan (ILL)* | $4,139 | $4,008 | $6,995 |
| Mathematics & Sciences | $12,877 | $11,658 | $11,000 |
| Social Sciences & Business | $80,187 | $60,695 | $73,804 |
| Student & College Services | $4,384 | $5,893 | $9,239 |
| Total | $302,870 | $293,653 | $304,746 |

* Prior to 2013/14, the Library funded ILL through its general operations budget. ILL is now funded through the Library's collections budget.

### NEW PHYSICAL ITEMS (PURCHASED ONLY)

|  | 2011/12 | 2012/13 | 2013/14 |
|---|---|---|---|
| Reference | 38 | 37 | 38 |
| Media | 246 | 388 | 286 |
| Circulating books | 854 | 1000 | 929 |
| Total | 1,138 | 1,425 | 1,253 |

### NEW TITLES ADDED TO CATALOGUE (BY FORMAT)

|  | 2011/12 | 2012/13 | 2013/14 |
|---|---|---|---|
| Electronic | 25,375 | 6,350 | 10,804 |
| Media | 814 | 7,661 | 6,690 |
| Print | 1,524 | 1,128 | 2,295 |
| Total | 27,713 | 15,139 | 19,789 |

# Thank you!

To our generous book donors:

- Raisie Jacobson
- Dave Lidstone
- Stephen Phillips
- Raoul Grossman
- Barrie Brill
- Wendy Nelson

- Adrienne Foo
- Megan Otton
- Kyle Wang on behalf of Dharma Drum Mountain Vancouver Centre
- Estate of Deirdre Plomer

## On the horizon for next year:

- Welcome a permanent Library Director (a.k.a. Director, Academic Innovation)

- Review and update Strategic Plan goals

- Initiate a library service review

- With Facilities, create a dedicated Silent Study Room in the Library

- Involve the Library in the Program Review and Development process led by Langara's Teaching and Curriculum Development Centre (TCDC)

- Finalize, unveil, and implement the Library's new visual identity package

- Actively participate in Action Groups stemming from the College's Academic Plan