



Langara Library & Learning Commons Annual Report

APRIL 2015–MARCH 2016

Langara.

THE COLLEGE OF HIGHER LEARNING.



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

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Introduction.

In 2012/2013, Library employees underwent an extensive strategic visioning project that involved key stakeholders from the Langara community. The goals that resulted from the strategic visioning project were included in the 2020 Strategic Plan. They were lofty and would be challenging to reach, but they were achievable. The Library and Learning Commons has come a long way in the past three years and has communicated our achievements and milestones through annual and interim (term) reports.

Our achievements have enabled us to rapidly respond to the College-wide need for longer-term fiscal and integrated plans that support Langara's strategic and academic priorities. The Library has mapped its priorities and this alignment will help us realize more ambitious goals.

In 2015/2016, Langara has realized the importance of student support services for academic success. The Library and Learning Commons is a key piece of this support. Librarians and library technicians demonstrate their value daily through their work with students. They also actively contribute to major projects and initiatives for the College, from leading the Student Support Academic Plan Action Group to collaborating on the development of a makerspace; from participating on College committees to volunteering as union representatives; and from attending division planning sessions to supporting individual faculty.

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 that all students succeed at Langara.



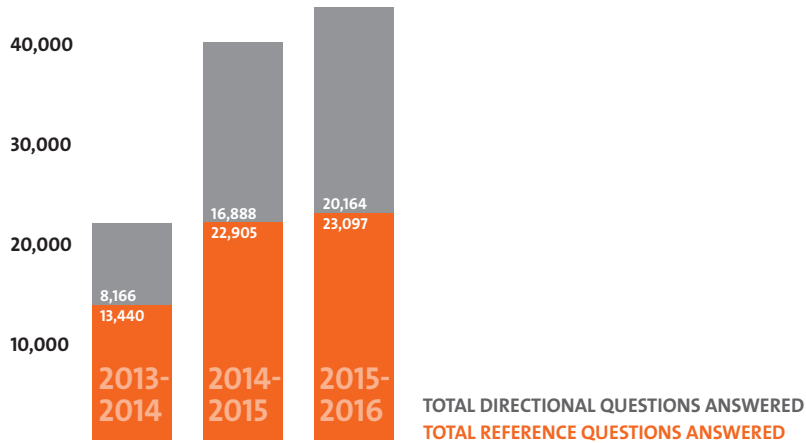
Patricia Cia
Director, Academic Innovation

Learning & life competencies.

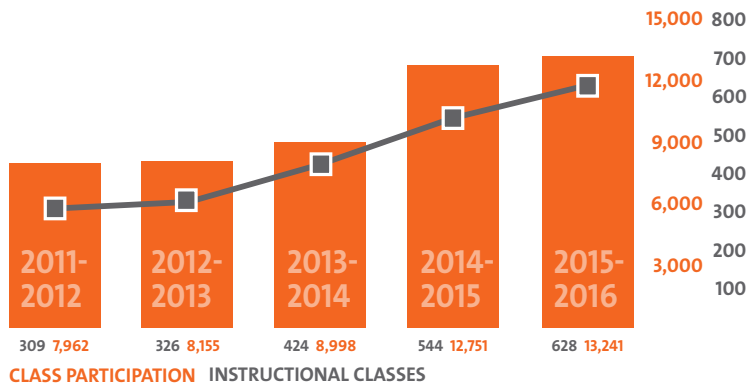
SHARING UNIQUE EXPERTISE

The Library is a vital partner in the academic excellence and success of Langara students. At our core, we coach students to effectively navigate an increasingly information-intensive environment. We do this by integrating information literacy instruction into course content and by assisting students at their point of need through interactions with reference staff. This year, we delivered a record number of instructional sessions and answered a record number of questions at our reference and check-out desks.

QUESTIONS ANSWERED BY LIBRARY STAFF



NUMBER OF INSTRUCTIONAL CLASSES AND PARTICIPANTS

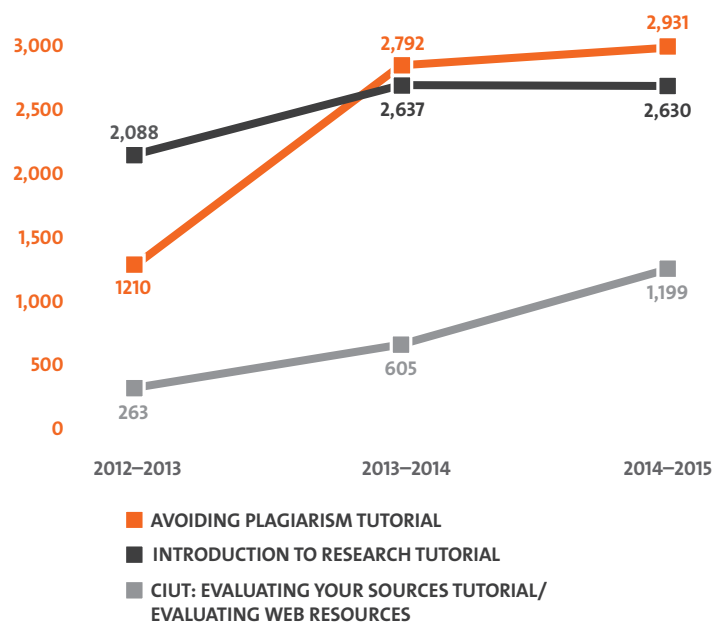


The Library continues to break records in both the number of classes delivered and the number of students reached. This year, the Library delivered 628 in-person and online classes to 13,241 students.

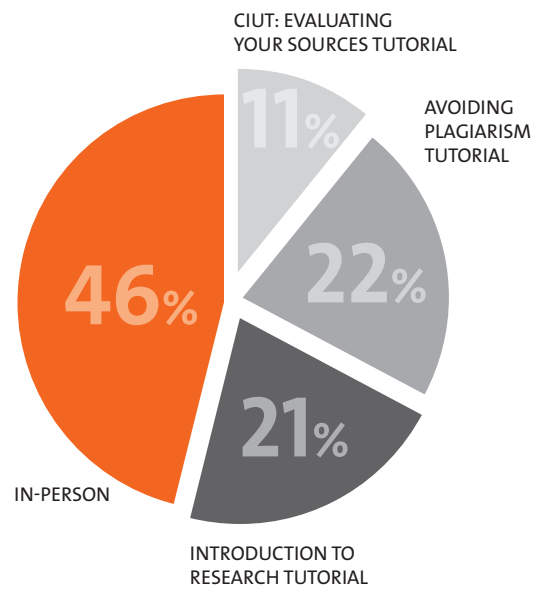
A NEW ONLINE LIBRARY TUTORIAL DEBUTS IN THE FALL SEMESTER

In September 2015, the Library rolled out a new online tutorial, "Can I Use This (CIUT)? Evaluating Your Sources," replacing the outdated *Evaluating Web Resources* tutorial. The revitalized tutorial introduces 'The 5 Ws': a framework that helps students determine whether a source is suitable for their research assignment and consists of a series of videos and quizzes to ensure comprehension. The tutorial was completed by 1,199 students this year, almost doubling the number of students who completed the *Evaluating Web Resources* tutorial in 2014/2015.

ONLINE LIBRARY TUTORIALS – TOTAL PARTICIPANTS, YEAR BY YEAR



MODE OF INSTRUCTION





Lindsay Tripp and Briana Fraser hand out cupcakes and copyright knowledge as part of Fair Dealing is Sweet!

CopyRIGHT or CopyWRONG?
Debunking Common Copyright Myths

Myth #2

Copyright doesn't exist if I don't see a ©.

This myth is **CopyWRONG.**

The © is simply a visual reminder that copyright exists. A work is automatically copyright protected as soon as it's fixed on paper, canvas, a computer hard drive, or any other format.

Copyright Questions? Contact the Langara Library!

EXPANDING COPYRIGHT KNOWLEDGE ON CAMPUS

As part of our efforts to educate students on Canadian copyright legislation, the Library launched a social media campaign entitled "copyRIGHT or copyWRONG: Debunking Common Copyright Myths". The campaign, which began in September 2015, focused on clarifying one copyright myth per month throughout the academic year. The graphics were shared via the Library and enterprise-wide social media accounts and garnered high levels of audience engagement, reaching over 9,000 Facebook users.

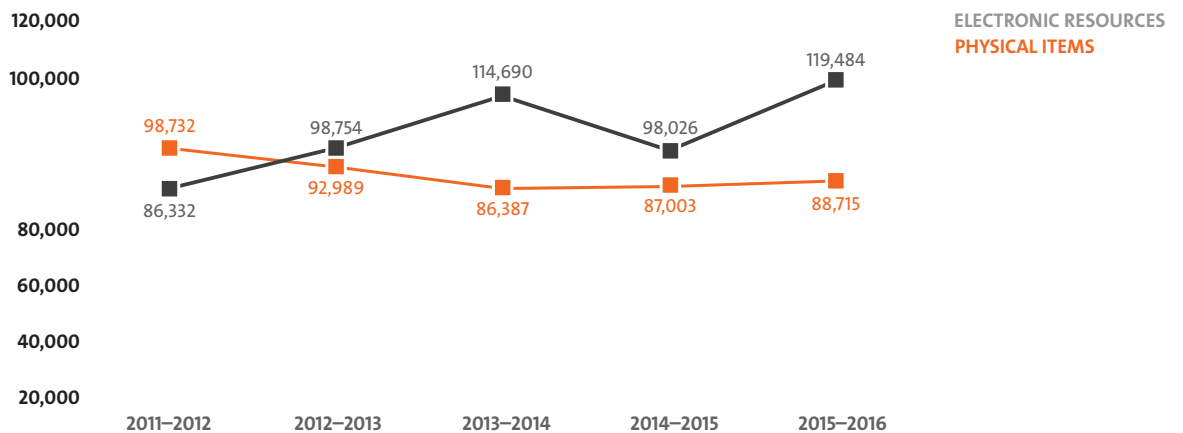
In February 2016, the Library held its second annual Fair Dealing is Sweet event in support of Fair Dealing Week. Over 100 students and staff members stopped by the Library lobby to learn more about Canadian copyright, eat a cupcake, and complete a copyright quiz for a chance to win a Starbucks gift card.

Content & resources.

CURATED, SEAMLESS, DYNAMIC

In a context of rapid technological change, globalization, and budgetary constraints, the Langara Library meets the needs of students and faculty by carefully managing its resources and collection. Electronic resources are often more cost effective and accessible, and now make up the bulk of the Library's collection, with the number of electronic materials available to the Langara community exceeding the number of physical items held within the Library. Similarly, the portion of the Library purchasing budget allocated to electronic materials exceeds expenditures on physical books and media. Over the past five years, the number of physical volumes in the collection has dropped by 10,000 (from 98,732 to 88,715) while the number of electronic resources provided by the Library has increased by over 33,000 (from 86,332 to 119,484).

PHYSICAL & ELECTRONIC COLLECTIONS, YEAR BY YEAR



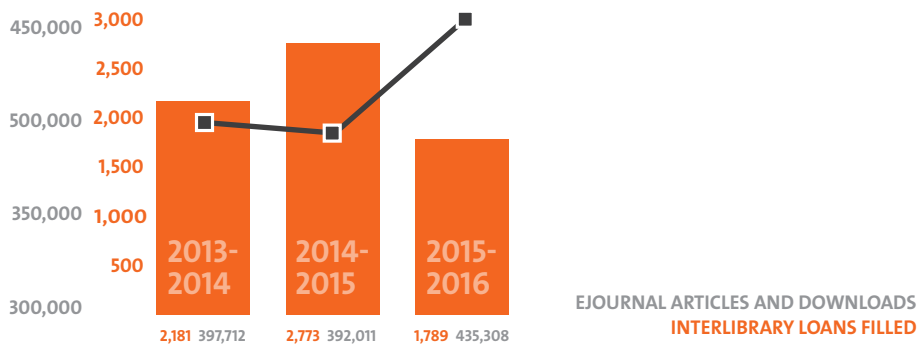
NEW COLLECTIONS RESULT IN REDUCTION OF INTER-LIBRARY LOAN REQUESTS

In spite of unfavourable exchange rates and contract inflation, the Library used funding from the College's Research Support Fund to add valuable resources to the collection to better meet the research needs of students across disciplines.

In spring 2015, the Library procured two new journal collections: the Taylor & Francis Social Sciences and Humanities Collection (1,250+ journals) and the Wiley Online Library (1,500+ journals). The significant upgrade to our online holdings has reduced the number of Inter-Library Loan (ILL) requests received by the Library.

Overall, the Library received 987 fewer ILL requests than in 2014/2015, saving the Library \$3,186. Meanwhile, the Taylor & Francis and Wiley collections accounted for 8,685 and 5,557 article downloads, respectively.

ILL REQUESTS FILLED VS. ARTICLE DOWNLOADS



“Thank you for loaning this material to us. It's always a pleasure to work with your team!”

- ILL-requesting institution

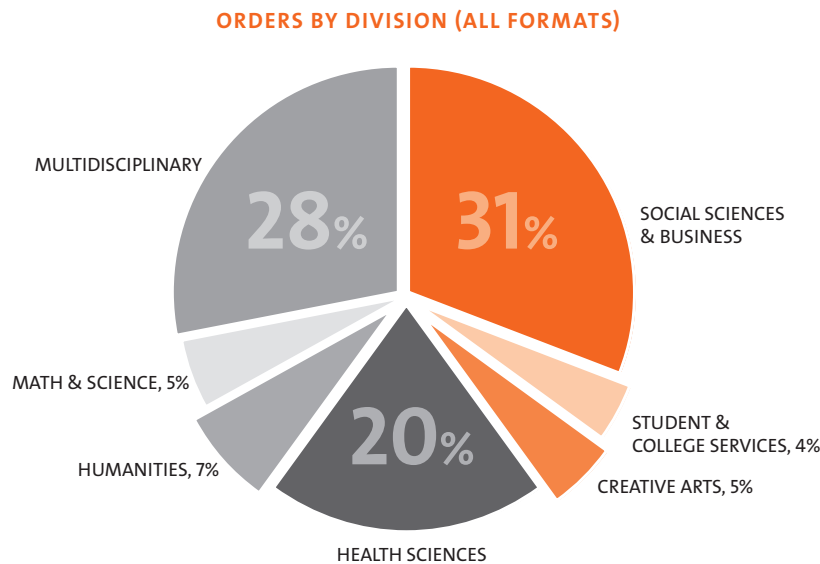
The Library added several other noteworthy resources to the Library collection this year.

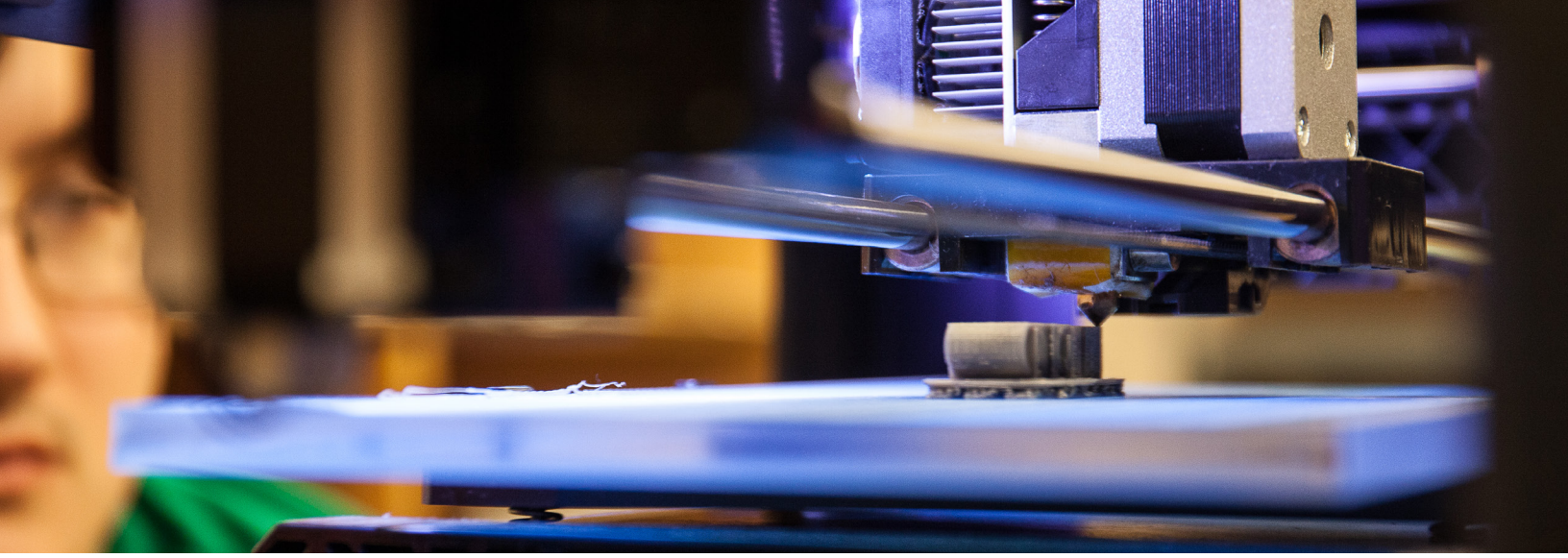
Kanopy, a new online video streaming service that operates on a patron-driven acquisition model, contains thousands of award-winning documentaries, training films, and theatrical releases from a number of leading producers, such as the Criterion Collection, PBS, Kino Lorber, New Day Films, The Great Courses, and California Newsreel. With the addition of this robust collection, the Library has ended its subscription to Vast: Academic Video.

The Ancient History and Classical Studies collection from Cambridge Histories Online provides access to titles including the *Cambridge Ancient History*, *Cambridge World History Vols. 1-4*, and *Cambridge History of Greek and Roman Political Thought*. Unused capital funds made this one-time purchase possible.

Passport provides business intelligence on industries, economies, and consumers in more than 200 countries. The Langara School of Management funded this resource.

Reference Canada provides information on more than one million businesses in Canada. This database is helpful for students in career-related programs connecting with local businesses for practicum and/or informational interviews.





Interactive spaces.

INNOVATIVE ENVIRONMENTS FOR LEARNERS

The Library is at the heart of Langara's vibrant, engaging, and exciting student life. This year, the Library experienced a record number of visitors. There was an increase of more than 70,000 visits between 2014/2015 and 2015/2016. Our virtual spaces continue to evolve to meet the growing number of students that interact with the Library throughout the school year.



Louise Reid presents findings of the Library's website UX studies at the November Scholarship Café.

THE LANGARA LIBRARY HOMEPAGE GETS A REDESIGN

Building on user experience (UX) testing completed in 2014/2015, a team of library staff began revamping the Library's homepage in order to better reflect the information-seeking behaviours of students. Developed in collaboration with Communications and Marketing, the new website features a streamlined design, easy access to the most frequented pages within our site, and is optimized for mobile and tablet use. The new homepage will debut in August 2016.

INFORMATION TECHNOLOGY FINDS A NEW HOME IN THE LIBRARY

In response to the high number of tech-related queries received by Reference and Borrower Services staff, the Library has partnered with the Langara IT department to establish a permanent IT presence in the Library. Each semester during the first two weeks of classes, a proof of concept IT service desk was assembled in the Library lobby.

During these trials, Library staff received far fewer student questions about MyLangara accounts, Computer ID usernames and passwords, or other student account-related questions.

Effective June 2016, IT will be permanently moving their public-facing service desk from the A Building to the Library lobby.

A LANGARA MAKERSPACE TAKES SHAPE

The Library & Learning Commons once again hosted a popular 3D Printing Showcase where attendees were able to explore live 3D printing and ask questions about the technology.

As a result of the ongoing success of the 3D showcases and pilot class projects in Creative Arts, an exploratory team made up of Dan Slessor and Joyce Wong (Librarians), and Tomo Tanaka (Division Chair, Creative Arts) was formed to develop a proposal for a permanent Langara makerspace. The team visited makerspaces throughout the Lower Mainland and Vancouver Island, conducted student surveys, and consulted with the Langara community to assess interest in the initiative.

In February 2016, the team submitted a makerspace proposal to Langara administration. The request for a one-year pilot makerspace, including funding for a half-time makerspace coordinator and equipment, was approved. The next phase of the project will focus on the recruitment and selection of a makerspace coordinator to lead this pilot.



Makerspace exploratory team members at the November Scholarship Café.



Learning Commons.

A CENTRALIZED LOCATION OF SERVICES AND TOOLS TO SUPPORT STUDENT LEARNING

THE SPACE

MINI-THEATRE UPGRADES

The Learning Commons space continues to evolve to meet the learning needs of students. This year, we focused on upgrading the technology in the two mini-theatres on the first floor of the Library. Currently, the theatres are equipped with the same 36-inch monitors and mini-computers that were installed when the L Building was completed in 2007. Working with IT, the following equipment and functionalities have been slated for the upgrade to both mini-theatres:

- 60-inch monitors
- Citrix computers connected to the College's network
- Option for students to connect their laptops to the monitor
- DVD players

The upgrade is scheduled for summer 2016.

**“This is the best help
I have received in ages.”**

- Student

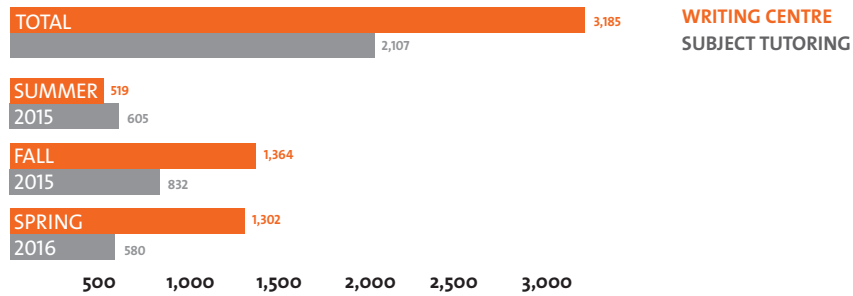


SERVICES

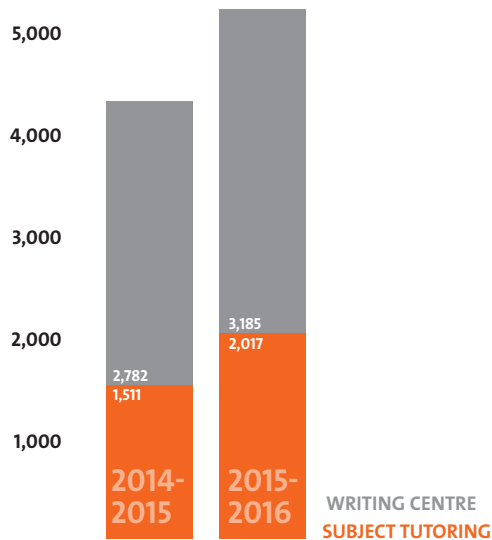
INCREASE IN USAGE

In 2015/2016, student visits for subject tutoring and the Writing Centre experienced a 21% rise over 2014/2015. Similarly, group study bookings saw a 12% increase in number of hours booked over 2014/2015.

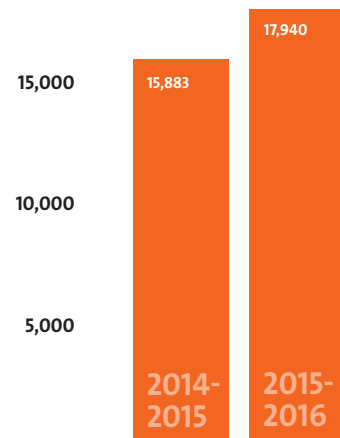
TUTORING SERVICES BY SEMESTER



NUMBER OF STUDENT VISITS TO TUTORING SERVICES



GROUP STUDY ROOM BOOKING HOURS

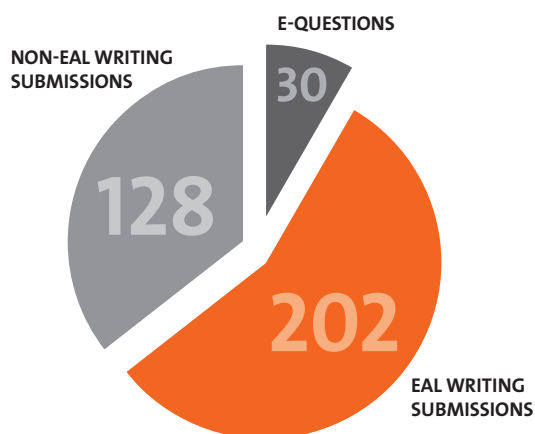


WRITEAWAY

In partnership with the Learning Commons, the Writing Centre launched a one-year pilot of WriteAway in October 2015. WriteAway is a collaborative service staffed by participating BC colleges and universities, and has enabled the College to offer students 24/7 access to writing help. The pilot has been an overwhelming success. From October 2015 to April 2016, Langara students submitted 347 documents for feedback. Students who self-identified as EAL (English as an Additional Language) learners when accessing the service are the dominant users of the service at Langara; 67% of Langara submissions were from EAL students during the 2016 spring semester. Langara also has the second highest number of submissions among participating institutions, only slightly behind Simon Fraser University.

The WriteAway service complements the current writing help offered in the Learning Commons and further strengthens the academic support available to Langara students.

WRITEAWAY OCTOBER 2015–APRIL 2016

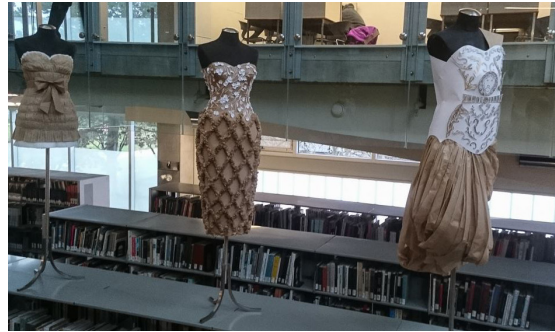


SUPPORTING INTERNATIONAL STUDENTS

In addition to services available to all students, Learning Commons partners conducted workshops and orientations specifically targeted at international students. Megan Otton, Writing Centre Coordinator, conducted a workshop on textbook reading for over 70 Post-Degree Diploma (PDD) business students at the request of their instructor. A workshop on using the Learning Commons for support is regularly part of International Education's New Student Orientation Program. Over 340 students attended the "A+? Yes You Can!" workshop in 2015/2016.

WORKSHOPS

Workshops on learning and writing skills continue to be offered in the Learning Commons. During the fall and spring semesters, the Writing Centre delivered six workshops to 131 students, including new workshops on topics such as developing essay outlines, thesis statements, and essay writing. The Counselling department also hosted Student Success Workshops on topics such as time management, exam anxiety, and note taking.



EVENTS AND PROMOTION

STUDENT SURVEY AND EVENT MANAGEMENT

The Learning Commons joined a pilot to assess the efficacy of the current process for managing and promoting events on campus. Students were surveyed after Writing Centre workshops held in the fall and spring semesters. Feedback suggests that instructors and the Langara website are the top two avenues by which participants find out about workshops. Overall, respondents reported a high level of satisfaction with the workshops; there was an average rating of 4.1 out of 5, with 5 being the highest rating. A final report on the pilot is expected at the end of 2016.

SHOWCASE OF STUDENT WORKS

Invitations to feature creative works by Langara students in the Library and L Building corridor are regularly extended to faculty. Exhibitions this year included paper dresses from Design Formation students and photographs from Professional Photography students.

UPCOMING PRIORITIES

- Promotional campaign in September 2016
- Complete upgrade to mini-theatres
- Facilitate new economics tutoring in the Learning Commons
- Develop partnership with Langara makerspace

Community connections.

MEANINGFUL RELATIONSHIPS

The Langara Library fosters meaningful relationships with students, staff, and faculty at the College. We explore creative and innovative approaches to improving services, advancing library professions, and engaging our users. In addition to continuing to serve on numerous College-wide committees and actively participating in professional organizations, the Library strengthens ties across campus through an increased role in the program review process, presenting at College functions, and participating in student-focused events in the Library.

LIBRARIANS INVOLVED IN THE PROGRAM REVIEW PROCESS

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, particularly in the area of program review. Working with their liaison departments, librarians now serve an integral role in the program review process to provide research on job markets and employment trends. This new role has led to increased involvement during the program and curriculum development process. In 2015/2016, subject librarians contributed to program reviews for the Langara School of Management and Professional Photography programs, as well as the Aboriginal Studies, Canadian Studies, Chemistry, Classical Studies, History, and Political Science departments.

POSTER PRESENTATIONS AT LANGARA'S SCHOLARSHIP CAFÉ

The Library was well represented at the College's fall Scholarship Café. Joyce Wong, Dan Slessor, Allison Sullivan, and Louise Reid prepared a poster summarizing the Library's ongoing user experience (UX) testing, which was conducted in advance of a Library website redesign. Joyce Wong and Dan Slessor also joined Tomo Tanaka (Division Chair, Creative Arts) in preparing a poster detailing the research they conducted in support of their proposal for a Langara makerspace.



Librarian Dan Slessor chats with students at the November Scholarship Café.

A place to unwind and expand your mind.

A YEAR OF FUN AND EXPLORATION AT THE LIBRARY

Academic excellence requires more than research help and information literacy coaching. Everyone at the Library strives to make the college experience fun, stimulating, and stress-free.

SUMMER 2015

Over the summer months, the Library launched the Langara Reads campaign, which focused on the benefits of reading for pleasure. In addition to “summer reading” book displays that featured staff picks and fun titles from our fiction collection, we also took the Library outside as part of a Library on the Lawn event. Library staff provided reading recommendations, checked out books on the spot, and gave away freezies to students. The entire event was captured on the College’s Instagram account as part of a week-long “Library Instagram Takeover” campaign.

FALL 2015

SEPTEMBER

As part of September’s Welcome Week, the Library & Learning Commons hosted a two-day open house featuring several prize draws, treats, a “book face” photo booth, Jenga, and an opportunity for students to chat with representatives from the Library and the Writing Centre.

The Library also participated in Semester Kickoff in the A Building. The Library’s booth was a hit among students, as Library staff challenged students to games of table hockey and darts.

3D printers and LEGO® blocks were available for students to tinker with at the annual 3D Printing Showcase. This event was hosted in collaboration with Creative Arts and was popular with students.

OCTOBER

In anticipation of the October essay crunch, we brought a Pop-Up Writing Centre & Learning Commons to the A Building Main Foyer to offer advice to students. For three days, a reference librarian and a Writing Centre tutor chatted with students about their upcoming research papers. The event was a great way to connect with students who had not yet learned about the services and supports available in the Library. Approximately 75 students visited the table over the course of the promotion, with 72 entering in a prize draw as part of the event.



Pop-Up Writing Centre and Learning Commons

It's essay season.

Don't worry, we're here to help! Chat with a Writing Centre tutor and a reference librarian to get some quick help with your upcoming papers.

October 13 - 15
A Building Foyer





Halloween is always a fun time around the Library and this year was no exception, as we celebrated with our annual scary film festival, costumes, and pumpkin carving.

NOVEMBER

The Library participated in International Education Week (IEW), and the Library received an overwhelming number of responses to the daily questions posed to our international students on a white board in the Library corridor. We also participated in the IEW Fair, staffing a Library booth with treats and an array of international resources for students to check out on the spot.

DECEMBER

During the winter edition of De-Stress Fest, we introduced a colouring lounge to the first floor of the Library. This very popular attraction provided students with a creative outlet for their nervous energy during exam time. Other features of December's De-Stress Fest included a visit from the Langara Registered Massage Therapy (RMT) program students, a life-sized Scrabble® board in the Library lobby, and many treats to perk up students during their long study sessions.

SPRING 2016

FEBRUARY

The Library live-streamed the Vancouver-based TED2016 conference in the Library classroom, allowing students, staff, and faculty to watch conference sessions on a drop-in basis. We also set up displays featuring the TED2016 theme, Dream, and books written by TED presenters.

MARCH

The departments comprising Langara's Academic Innovation portfolio (the Library and Learning Commons, Educational Technology, and the Teaching and Curriculum Development Centre) launched the Academic Innovation Newsletter. This monthly publication targets faculty and highlights resources and events that support teaching and learning at Langara.

APRIL

For the first time ever, the St. John Ambulance Therapy Dog Program visited the Library to provide students with a much-needed break during April exams. Over 250 students, staff, and faculty dropped by the Library lobby to meet with a therapy dog during the two-hour Doggy De-Stress session. Additional stress relievers included cookies courtesy of our very own Cookie Monster, a relaxing colouring lounge, and a visit from the Langara Registered Massage Therapy Program students, who provided massages to over 80 students in the Library lobby.

The Library team.

ORGANIZATIONAL EFFECTIVENESS

LIBRARY SERVICE REVIEW

The Library initiated a service review process with the assistance of the Emotus Operandi consulting firm. Recommended during our strategic visioning process, we opted to wait until a Library Director was in place before undertaking a formal review. Rooted in “agile design” – an iterative method based on collaboration, evolving development, and constant feedback and evaluation – the review process will result in an action plan to address the shifting priorities of our stakeholders and prepare for emerging trends in the academic library landscape.

GIVING BACK

Langara Library staff are committed to giving back to the Langara, Vancouver, and library communities. This past year, Copyright Librarian Lindsay Tripp began her term as the Special Libraries Association’s Western Canada Chapter President. Additionally, members of the Library team have been active members in the British Columbia Library Association Mentorship Committee; the British Columbia Cataloguing and Technical Services Interest Group Awards Committee; the University of British Columbia’s (UBC) iSchool Assessment Committee, Alumni Association, and co-op program orientation; UBC’s Graduate Pathways to Success speed mentoring event; the hiring committee for the Consulate General of Japan’s 2016 JET Programme; Langara’s Sexual Violence Working Group and Adopt a Family program; the College’s Academic Plan Action Groups (APAGs) and Education Council; and convocation ceremonies for Langara grads.

“I so appreciate the research you have done already and the encouraging data it is going to give the program. So glad you can be part of this process.” - Faculty member on the program review process

CONFERENCES AND WORKSHOPS

Library team members continue to engage with the greater library community through participation in conferences and workshops. Library Systems Manager, Brent Searle presented at the Innovative Interfaces Academic Library Symposium in Toronto and at the IUG Conference in San Francisco. Joyce Wong and Dan Slessor presented on user experience studies and trends at the BC User Experience Interest Group workshop at SFU's downtown campus. Allison Sullivan hosted a live episode of the S.S. Librarianship podcast from the 2015 British Columbia Library Conference and led a break-out session at the 2015 Code4LibBC Unconference.

STAFFING UPDATES

Instructional Services Librarian, Ophelia Ma returned from maternity leave in January 2016.

EMPLOYEE RECOGNITION

At this year's Employee Recognition Event, three of our colleagues received long service awards from the College. Bandan Ranu and Louise Reid celebrated 15 years at the College, and Zeljka Loncaric was recognized for 30 years of service.



From top to bottom:
Lindsay Tripp, Ophelia Ma, and Zeljka Loncaric

Just the numbers.

FISCAL YEAR 2015/2016

IN-PERSON VISITS

	2013/14	2014/15	2015/16
Gate count	624,913	601,617	673,899
Days open	304	301	301
Average visitors per day	2,056	1,999	2,239
Average open hours per week (September–April)	76	76	79
Seating capacity	784	899	899
Public workstations	122	140	135

INSTRUCTIONAL SESSIONS

	2013/14	2014/15	2015/16
Classes	417	545	628
Participants (students)	8,948	12,822	13,241
Library tours	7	4	6
Tour participants	50	79	69

REFERENCE QUESTIONS

	2013/14	2014/15	2015/16
Total reference questions answered	13,440	22,905	23,097
Total directional questions answered	8,166	16,888	20,164
Total	21,606	39,793	43,261

Borrower Services contributions were vastly under-reported in years previous to 2014/2015.

PHYSICAL ITEMS BORROWED

	2013/14	2014/15	2015/16
Circulation/checkouts	44,491	35,247	34,776
In-house use	19,491	17,462	17,058

ONLINE ITEMS DOWNLOADED

	2013/14	2014/15	2015/16
E-journal articles	397,712	392,011*	560,160
E-book sections	283,073	182,071	184,350

*This number has been adjusted from the 2014/2015 Annual Report.

TOTAL TITLES IN COLLECTION AS OF MARCH 31

	2013/14	2014/15	2015/16
Physical	86,387	87,003	88,715
Online	114,960	98,026	119,484

INTER-LIBRARY LOAN

	2013/14	2014/15	2015/16
Obtained for Langara	2,181	2,773	1,786
Provided to other libraries	519	459	421
Expenditures	\$6,995	\$11,798	\$8,612

ORDERS BY DIVISION

	2013/14	2014/15	2015/16
Community Programs	\$12,378	\$13,394	\$14,094
Continuing Studies	\$3,272	\$3,008	\$3,027
Creative Arts	\$15,121	\$14,300	\$21,040
Health Sciences	\$41,025	\$62,003	\$84,833
Humanities	\$19,438	\$16,791	\$28,871
Mathematics & Sciences	\$11,000	\$15,338	\$23,131
Multidisciplinary	\$112,476	\$111,460	\$121,874
Social Sciences & Business	\$73,804	\$60,009	\$134,138
Student & College Services	\$9,239	\$8,841	\$16,194
Total	\$297,751	\$305,144	\$447,202

NEW PHYSICAL ITEMS (PURCHASED ONLY)

	2013/14	2014/15	2015/16
Reference	38	18	16
Media	286	155	173
Circulating books	929	981	875
Total	1,253	1,154	1,064

NEW TITLES ADDED TO CATALOGUE (BY FORMAT)

	2013/14	2014/15	2015/16
Electronic	10,804	9,340	24,697
Media	6,690	6,170	12,920
Print	2,295	2,357	1,566
Total	19,789	17,867	39,183

The background of the entire page is a photograph of a modern building with a grid of windows. In the foreground, there are several flowering trees with pink blossoms. An orange rectangular box is overlaid on the right side of the image, containing text.

Thank you!

Thank you to the following people for their generous donations to the Library collection:

- Salvatore Albanese
- Eric Ball
- Barrie Brill
- Alison Curtis
- Linda Hale
- Dan Kasowitz
- Gary & Janet Kennedy
- David Lidstone
- Wendie Nelson
- Megan Otton
- Nancy Pollak
- Murray Tolmie

On the horizon for next year:

- Complete the service review process with key business processes mapped.
- Plan for transition as the current coordinatorship and department chair cycles come to a close.
- Launch new Library website homepage.
- Langara joins Arca, a province-wide network of digital repositories of faculty and student research.
- Participate in the development of a new academic success course for students.
- Review and renew the Library's copyright website.
- Advocate for an additional librarian position.