

Library Services Annual Report

APRIL 2012 - MARCH 2013



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



Introductory message.

The overarching project this year was the Library's strategic visioning plan. This collaborative process joined students, faculty, administration, and Library employees in defining the future of the Library and its role at the College. Led by facilitators from Dysart & Jones, Library employees worked with Langara students, faculty, staff, and administrators to craft a shared vision of a progressive academic library, fully integrated with the teaching, learning, and research at the College and a vital contributor to the success of students and faculty.

The implementation of this strategic vision will transform the Library from a separate support service to an integral part of the College – its academic, social, and community life. The final report is available online: www.langara.bc.ca/library/about. The page headers and descriptions in this annual report reflect the new strategic plan.

Other significant projects completed in 2012/2013 include:

- Successfully migrating the Library's website into Langara's content management system and online tutorials onto the Desire2Learn (D2L) platform
- Renovation of the first floor to create the Learning Commons
- Developing and implementing a copyright business plan relevant to Langara
- Implementation of Sierra, Innovative Interface's next generation library services platform, after an active role as development partner.



Patricia Cia, Head of Library Services (interim)

Sharing unique expertise.

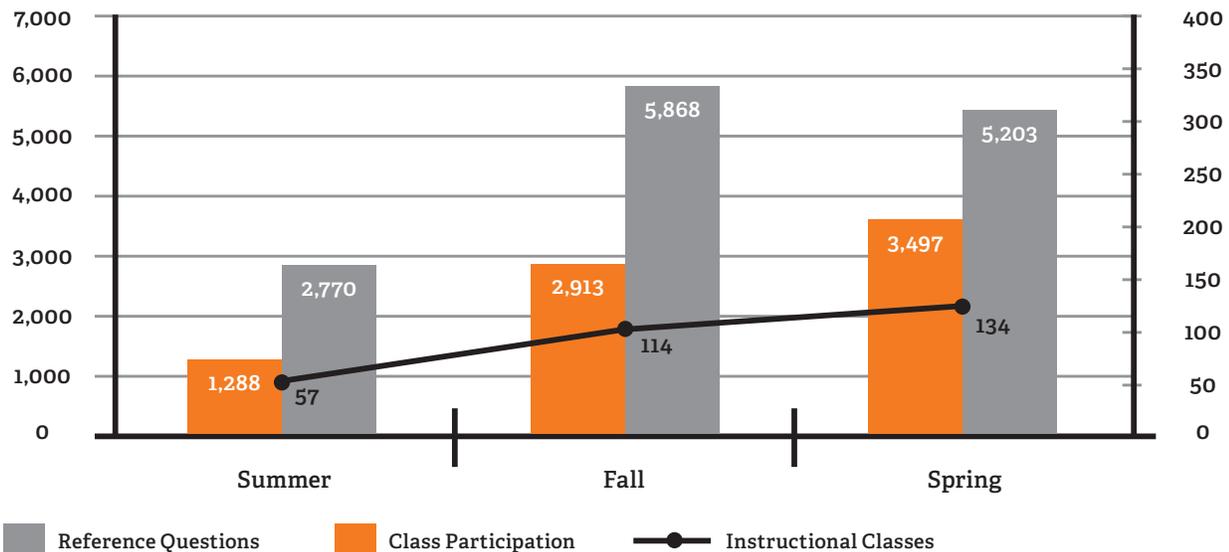
We help Langara students master the life skills and competencies necessary to thrive in the 21st century by strengthening the role of the Library as an academic partner with faculty, students, and employees.

TEACHING STUDENTS THROUGH D2L AND IN PERSON

After successfully converting our popular online tutorials from Blackboard to D2L, librarians evaluated the Library's instruction program and implemented the following improvements:

- Reaffirmed and reinvigorated collaboration with academic and other areas such as LEAP
- Developed and taught a series of "Citation Bootcamp" workshops in collaboration with the Writing Centre
- Created an online post-instruction survey to gather useful feedback for ongoing improvements
- Initiated a new online tutorial on avoiding plagiarism, available Fall 2013

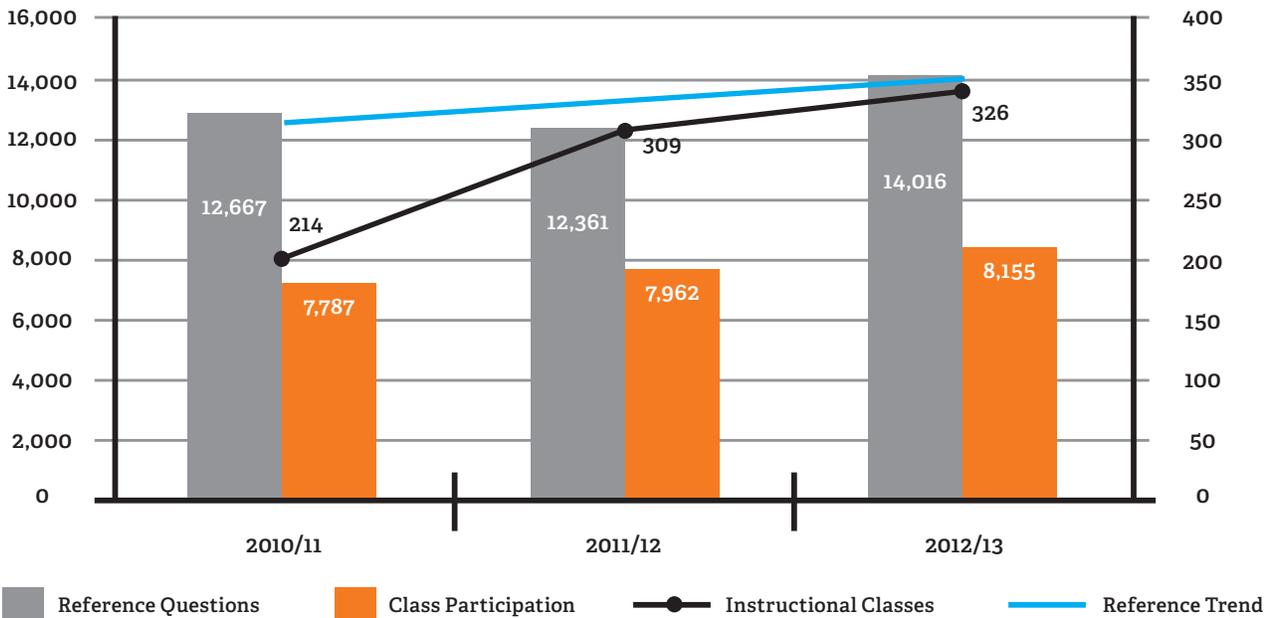
Comparisons by term for 2012/2013



	Spring 2012	Spring 2013	Change %
In-person Classes	57	84	47%
Number of Attendees	1538	2477	61%
Online Tutorials	33	47	42%
Number of Students	836	932	11%

Connecting with students in our spaces.

Reference & Instructional Services



Our visitors and spaces



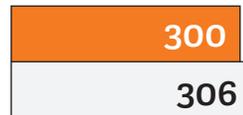
2012/2013

In-person visits



Learning Commons helps draw in people

Days open

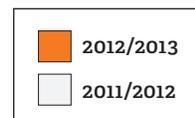


Reading Week and Family Day

Seating Capacity



Average hours open per week (September-April)



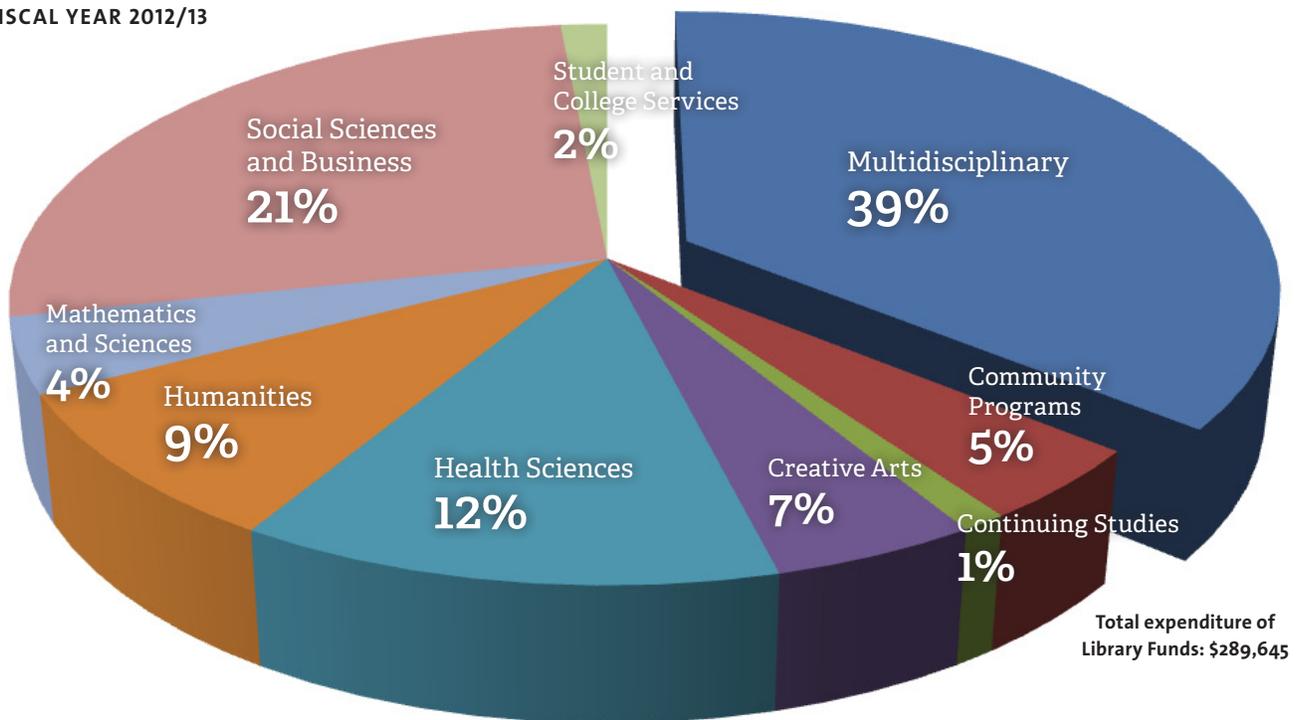
Curated, seamless, dynamic.

CONTENT & RESOURCES

The Library continues to expand its role as 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.

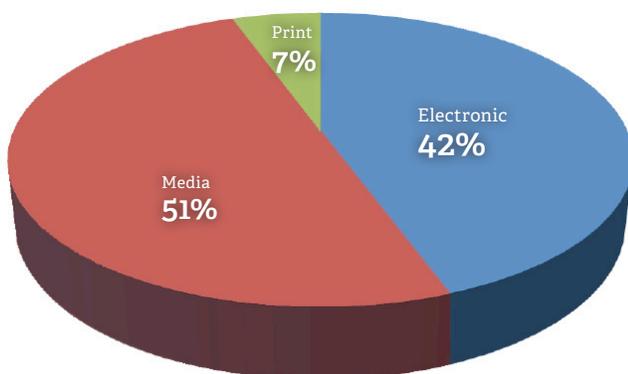
New content purchased in all formats

FISCAL YEAR 2012/13



Format breakdown of new titles

15,139 TITLES ADDED



Where to find

1,375 NEW PHYSICAL ITEMS



Evolving content.

ACTIVE DEVELOPMENT PARTNER

The Langara Library, an active development partner for Innovative Interfaces' next generation Library Services Platform, successfully transitioned from Millennium to Sierra in August.

E-BOOKS

The Patron Driven Acquisition (PDA) pilot with ebrary came to a highly successful close, and the Library began exploring other similar delivery options.

FIRST FLOOR COLLECTIONS

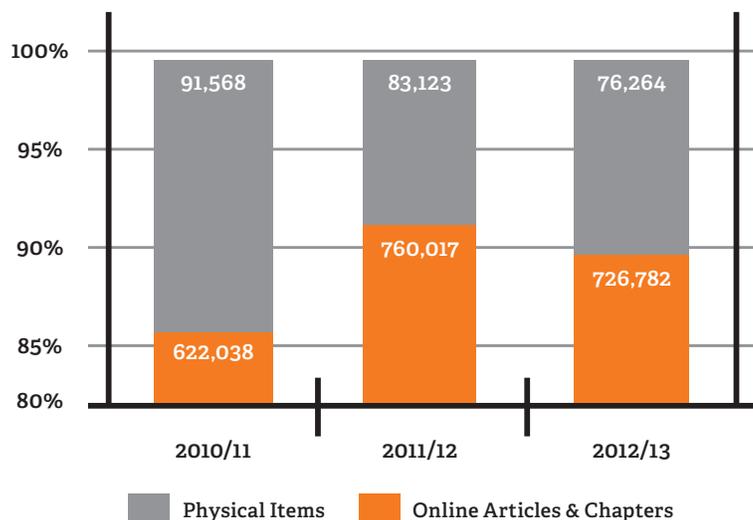
To ensure a highly used and relevant collection, the print reference and journal collections were evaluated with titles retained, withdrawn or relocated based on librarian and faculty recommendations, online availability and utility. Still on the first floor, the remaining print titles are on low shelving in the Reference section or in the Journals & Magazines Room, renovated to include extra study spaces.

COPYRIGHT

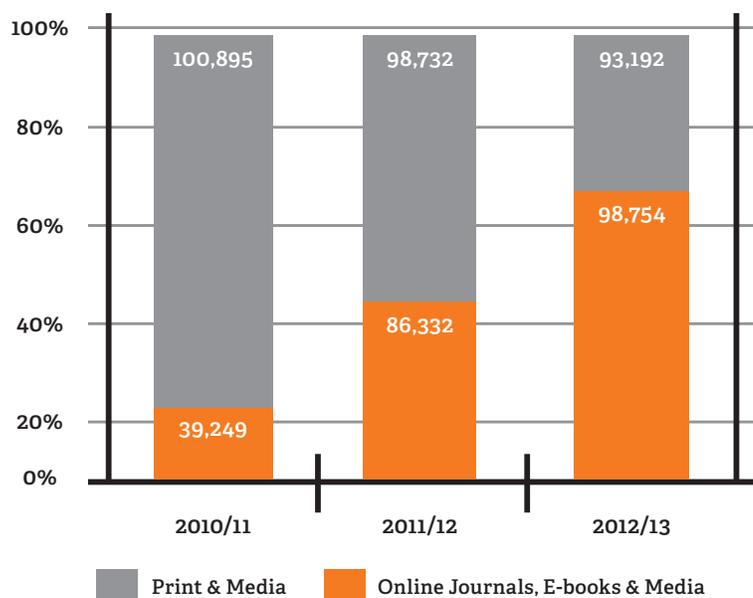
It has been an eventful year for Canadian copyright: copyright-related decisions from the Supreme Court of Canada were made, and on November 7, the *Copyright Modernization Act* came into force, adding several new users' rights for educators. While continuing to support the College's copyright needs, the Library:

- Formally presented the Copyright Business Plan to the College
- Created a Library Copyright Working Group
- Finalized three copyright policies and supplemental directives
- Established a generic email address (copyright@langara.bc.ca) to provide faculty and staff with access to information, consultation, and speedier responses to copyright queries
- Presented copyright workshops and drop-in sessions, with Library copyright experts on hand to discuss faculty and staff questions.

Borrowed and downloaded items



Total titles in collection at year end





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.

INNOVATIVE ENVIRONMENTS FOR LEARNERS

The Library continues to engage with students, using an online presence (the Library's Facebook page) to reflect and augment in-person interactions:

- Live-action Angry Birds game during Welcome to Langara Day
- Open mic readings: love poems during Valentines Day, and challenged materials during Freedom to Read Week
- "De-Stress Fest" during final exams included an origami lounge, a social media haiku contest and free massage therapy offered by Langara's Continuing Studies Holistic Health Program
- "Blind Date with a Book" display encouraged students to check out an unknown novel or two
- Library employees embraced the Halloween spirit by dressing in costume and transforming the lobby into a mad scientists' laboratory (prize for Most Original Decorations)

Gothic fiction open mic at Halloween and Citation Bootcamp were two successful examples of the Library and Writing Centre working together. Close collaboration with Langara Design Formation and Fine Arts students resulted in colourful and dynamic displays throughout the year.



Learning commons.

Developed as a one-stop location for students to access enhanced learning support services and tools, the Learning Commons offers new technology-enhanced work areas, collaborative spaces, workshops, and research and tutoring help.

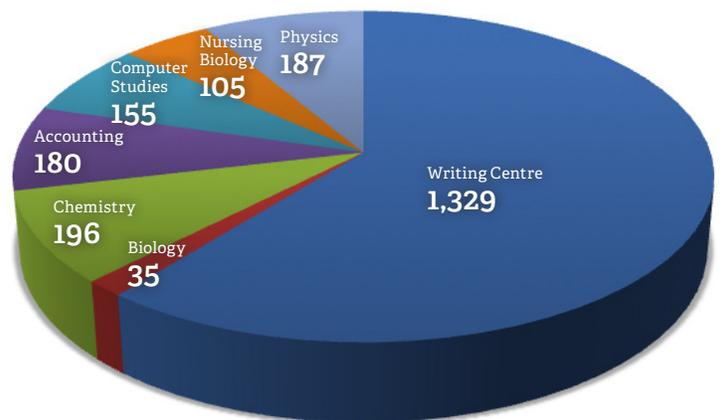
We've transformed the first floor to:

- Create a new home for the Writing Centre and academic peer tutors from Chemistry, Computer Science and Accounting
- Expand flexible, technology-enhanced group and solo study spaces throughout the first floor, including the addition of several smart tables
- Include a welcoming entrance sign with new magazine display and improved displays for graphic novels, and ESL collections

Resulting in:

- Academic tutoring partnership grows to six with more coming.
- Visits to Writing & Tutoring Centre grows [stats by term for tutoring, year compare for Writing Centre]

Note: Areas presented here are part of a pilot program to include academic tutors within the Library space. We look forward to having other academic tutoring services joining us in the future.





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 industry, and Vancouver residents.

MEANINGFUL RELATIONSHIPS

Formed for Langara employees, Library Central (iweb.langara.bc.ca/librarycentral) was reinvigorated to act as a vehicle to link to items of current awareness, highlight new resources, and share Library accomplishments.

Library employees continue to learn from and share with colleagues across BC, hosting professional meetings such as:

- Cataloguing with Resource Description and Access (RDA) workshop, sponsored by BC Cataloguing and Technical Services (BCCATS) Interest Group;
- Academic Librarians in Public Service (ALPS) Annual General Meeting, which focused on service reviews and assessment;

This year the Library hosted practicum student Sally Hao (Langara Library Technician Program) and professional experience student Alicia Arding (UBC iSchool).

Taking advantage of opportunities to share stories and highlight our space:

- NEWS1130 interviewed Ian Humphreys and Patricia Cia about how rapidly libraries and their services are changing (article is online: <http://t.co/KsvvjNSB>)
- Episode 13 of *Supernatural*'s 8th television season was filmed in the Library during December intersession (first aired on February 6th, 2013)
- UBC professor Lisa Nathan commissioned a video of Langara for her class LIBR 501: Introduction to the Information Profession. The video focuses on the evolution of academic libraries, with an emphasis on our Learning Commons (then under construction). The video is available online: <http://youtu.be/u7PYx39fQh8>



Employee news and updates.

THE TEAM



Ryan Vernon

Ryan Vernon transferred from CILS to the Library as Technical Services Librarian.

Ophelia Ma left at the end of August for maternity leave with her son Elon.

Lindsay Tripp joined Langara for the year while Annie Jensen took over Ophelia's duties as Instruction Coordinator.



Ophelia and Elon Ma

Helena Nest, longtime InterLibrary Loans and Media Booking technician retired in January. Richard Birkenes is now Library Technician, Resource Sharing.

Ngoc Le moved from Borrower Services to Technical Services.

Mary Afonso started full time in Borrower Services.



Lindsay Tripp

Zeljka Loncaric once again organized the Langara employee Sun Run team. 26 registered runners successfully completed the event, ranking 6th out of 49 in the education category.



Helena Nest

Just the numbers.

FISCAL YEAR 2012/2013

IN-PERSON VISITS

	2010/11	2011/12	2012/13
Days open	302	306	300
Gate count	578,288	606,208	616,399
Average hours per week September-April	75.2	76	76
Seating capacity	563	690	710

INSTRUCTIONAL SESSIONS

	2010/11	2011/12	2012/13
Classes	214	327	326
Participants (students)	7,787	8,836	7,595
Reference questions answered	12,667	12,361	14,016

TOTAL TITLES IN COLLECTION AS OF MAR 31, 2012

	2010/11	2011/12	2012/13
Physical	100,895	98,732	93,192
Online	39,249	86,332	98,754

PHYSICAL ITEMS BORROWED

	2010/11	2011/12	2012/13
Circulation/checkouts	66,846	55,535	52,180
In-house use	24,722	27,588	24,084

ONLINE ITEMS DOWNLOADED

	2010/11	2011/12	2012/13
E-journal articles	361,757	389,563	381,192
E-book sections	260,281	370,454	345,590

INTERLIBRARY LOAN

	2010/11	2011/12	2012/13
Obtained for Langara	1,396	1,638	1,636
Provided to other libraries	764	767	565

LEARNING COMMONS VISITS (SPRING 2013)

Writing Centre	1,329
Academic Tutoring**	898

** Biology, Chemistry, Accounting, Computing Studies, Nursing Biology, Physics

ORDERS FOR SUBJECT AREAS

Library funds (includes matching)

Division	2011/12	2012/13
Multidisciplinary	\$107,272	\$114,080
Community Programs	\$12,760	\$13,488
Continuing Studies	\$3,195	\$2,737
Creative Arts	\$14,360	\$20,367
Health Sciences	\$37,668	\$35,514
Humanities	\$26,027	\$25,214
Mathematics & Sciences	\$12,877	\$11,658
Social Sciences & Business	\$80,187	\$60,695
Student & College Services	\$4,384	\$5,893
Total	\$298,729	\$289,645

NEW PHYSICAL ITEMS (PURCHASED ONLY)

	2011/12	2012/13
Reference	38	37
Media	246	388
Circulating books	854	1,000
Total	1,138	1,375

NEW TITLES ADDED TO CATALOGUE (by format)

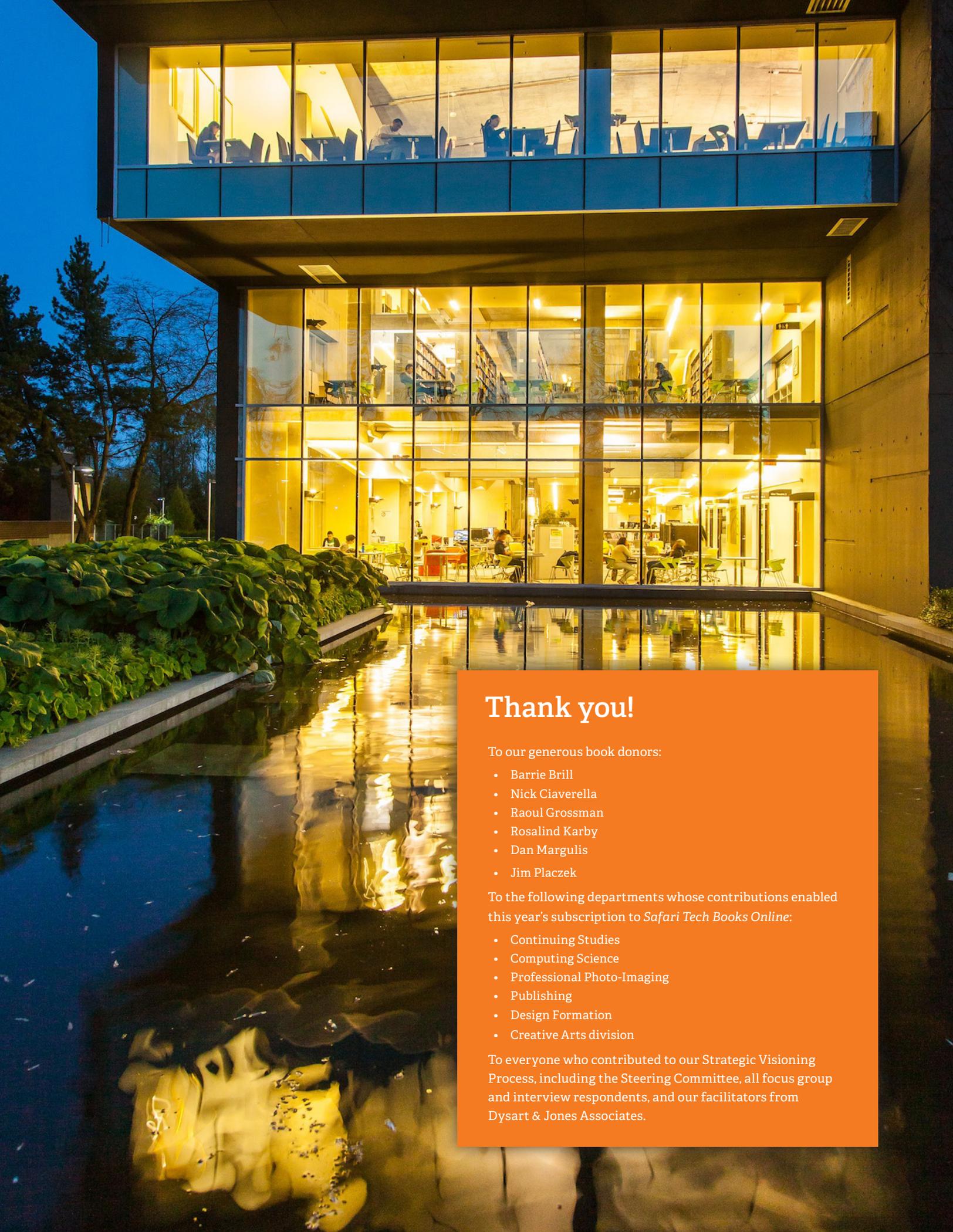
	2011/12	2012/13
Electronic	25,375	6,350
Media	814	7,661
Print	1,524	1,128
Total	27,713	15,139

ONLINE VISITS (2012-2013)

	Visits	Unique Visitors	Avg. Daily Page Views
Discover layer (Encore)	93,005	67,603	1,460
Classic Catalogue (WebPac)	74,170	58,861	1,087
Subtotal	167,175	126,464	1,274

Library website*	253,385	112,562	1,704
Total	420,560	239,026	1,489

* Partial data due to system migration



Thank you!

To our generous book donors:

- Barrie Brill
- Nick Ciaverella
- Raoul Grossman
- Rosalind Karby
- Dan Margulis
- Jim Placzek

To the following departments whose contributions enabled this year's subscription to *Safari Tech Books Online*:

- Continuing Studies
- Computing Science
- Professional Photo-Imaging
- Publishing
- Design Formation
- Creative Arts division

To everyone who contributed to our Strategic Visioning Process, including the Steering Committee, all focus group and interview respondents, and our facilitators from Dysart & Jones Associates.

On the horizon for next year.

- Launch an online tutorial for avoiding plagiarism, in consultation with faculty.
- Continued improvement of our physical and virtual spaces as we begin phase two of the Learning Commons business plan.
- Learning Commons open house for Faculty (June) and Students (September)
- Implement larger Patron/Demand Driven Acquisition (PDA/DDA) with another vendor
- Strengthen the library as a copyright knowledge centre for Langara, with a new website, copyright officer, and educational toolkit.
- Select a content discovery service that is most useful to Langara students while still on budget.
- Develop a consist look and feel for all Library communications within the Langara brand.