

Library Services Annual Report

APRIL 2011 - MARCH 2012



TABLE OF CONTENTS

Introductory message	page 3
Communicating and sharing	page 4
Connecting with students	page 5
Meeting Langara's diverse resource needs	page 6
Evolving content	page 7
Developing technology for easier access	page 8
Employee news and events	page 9
Just the numbers	page 10

Our library is a vital partner in academic excellence and student success – a hub for the intellectual, cultural, and social life of the Langara community



Introductory message.

This year we initiated major projects that impacted all areas of the Library, and started regularly reporting out our successes and priorities to help keep the College community engaged and informed.

Several leadership changes have affected the Library this year, beginning in May when Joyce Wong finished her term as Department Chair and I took over the role. Thank you to Joyce for her six years of leadership!

Our Library Director left Langara in January, and with the ongoing evolution in the post-secondary landscape, we chose to pause and evaluate. I took on additional responsibilities and we began a strategic visioning process to investigate how to best meet the evolving needs of our community. By the end of this process—which ends in March 2013—we will have clearly articulated our strategic vision for the Library, which will help direct the development of Langara as a leader in higher education in British Columbia.



Patricia Cia, Head of Library Services (interim)



Communicating and sharing.

Communications Librarian Annie Jensen promotes the Library and its services to the Langara community. This new position liaises directly with the Langara Communications and Marketing Department, a partnership which vastly expanded the Library's audience for events and announcements, and streamlined our branding and marketing efforts.

The Library's communications plan for this year focused on improving the Library's social media presence. Annie oversaw our foursquare site, monitored Twitter for discussion of the Library, and successfully overhauled our Facebook page, where our followers have more than doubled and our weekly total reach hit over 8,000 people.



CONNECTING WITH THE COLLEGE COMMUNITY AND BEYOND:

We brought The National Film Board (NFB) road show to Langara, which introduced Langara faculty to CAMPUS, the NFB's "new and improved online media solution for the classroom".

CREATIVELY CONNECTING WITH STUDENTS:

- Experiential learning opportunities for Langara's Library Technician program students through job-shadowing, group interviews, and guest lectures
- Photo Imaging students took group and individual photos of Library employees
- Continuing Studies Spa Therapy Students provided free massage therapy services for students during finals week
- Collaborated with Creative Arts to include artworks in the "L" building
- Hosted practicum students: Emily Fong (Langara's Library Technician Program); Mariya Tokhatarova and Victoria Chu (iSchool @ UBC)

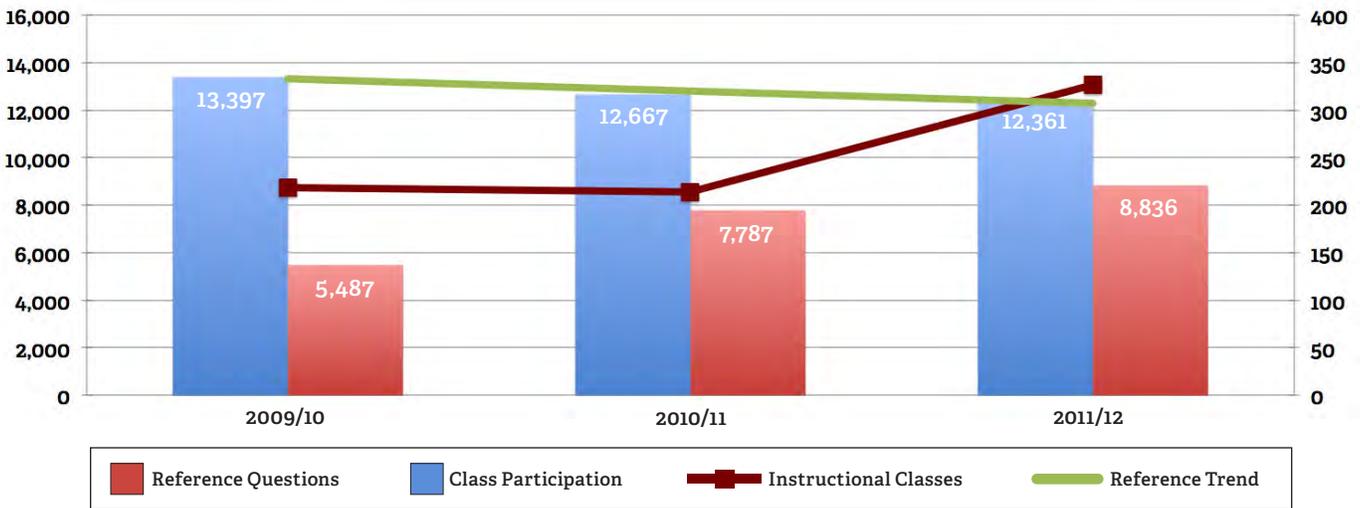


Connecting with students.

HELPING STUDENTS SUCCEED

Delivering high quality library services is an integral part of teaching excellence at Langara. We help students in person, online, and via SMS, email and telephone.

Reference & Instructional Services



Our visitors and spaces



In-person visits

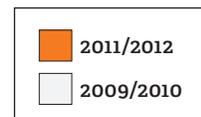


Up 100,000 from two years

Days open



Open 17 more days/year



LIBRARY & LEARNING COMMONS PROJECT APPROVED

The Library's Learning Commons business case proposal was approved by Langara College. Renovations to our first floor will include:

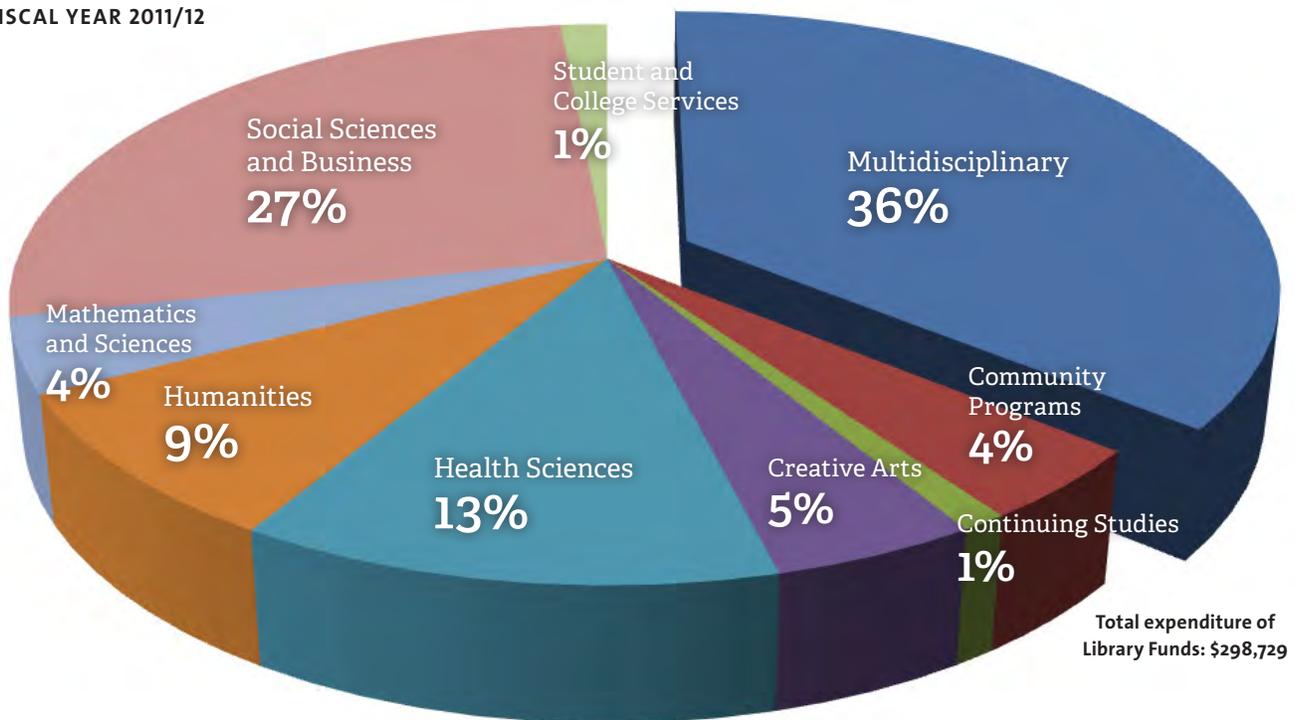
- Expanded and enhanced work spaces and study rooms (group and solo)
- Technology enhanced tables where students can share content from their mobile devices
- Flexible tutoring space integrating the Writing Centre and academic peer tutoring

Meeting Langara's diverse resource needs.

An aging print collection, evolving formats, and an increased demand for study space and electronic resources strongly impacted our collection this year. Some highlights:

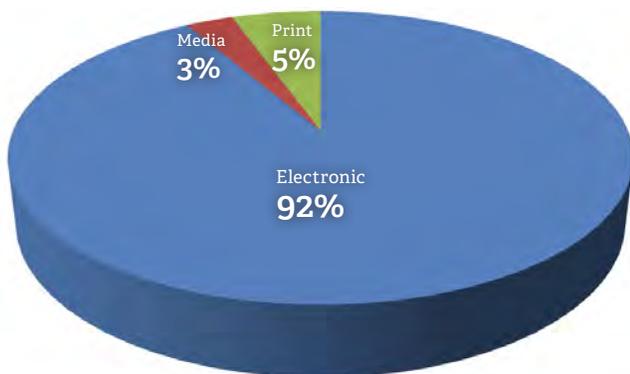
New content purchased in all formats

FISCAL YEAR 2011/12



Format breakdown of new titles

27,713 TITLES ADDED



Where to find

1,138 NEW PHYSICAL ITEMS



Evolving content.

ONGOING COLLECTION MAINTENANCE

The Library continues to provide resources for all Langara departments, and the majority of our collection supports multidisciplinary study. However, adequate funding and meeting the practical needs of Langara learners continues to be a challenge. To ensure our collection is as useful as possible, in consultation with faculty and usage statistics, this year we evaluated and weeded our print journals, second floor books (call numbers A-F) and reference collection. As a result, we made room for 1,138 new titles and are in a better position to introduce new collaborative workspaces for students.

E-BOOKS

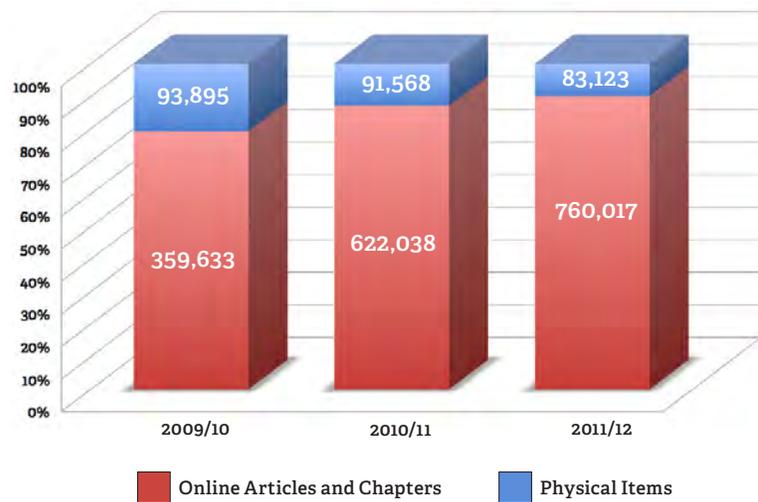
After positive multi-departmental feedback on our Safari Books Online trial, we subscribed to the popular e-book collection using Library Foundation Funds.

We also tested a new purchasing model for ebooks (Patron Driven Acquisition). This successful pilot project allows students' actual use of materials to determine what we purchase for our collection.

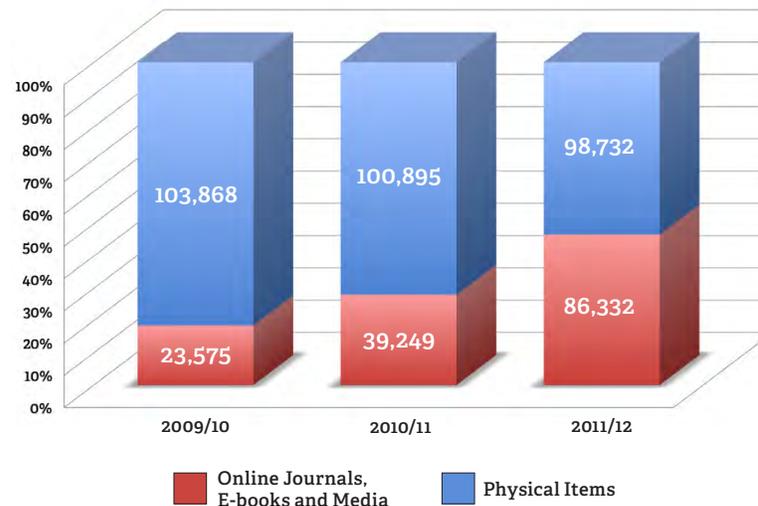
MEDIA

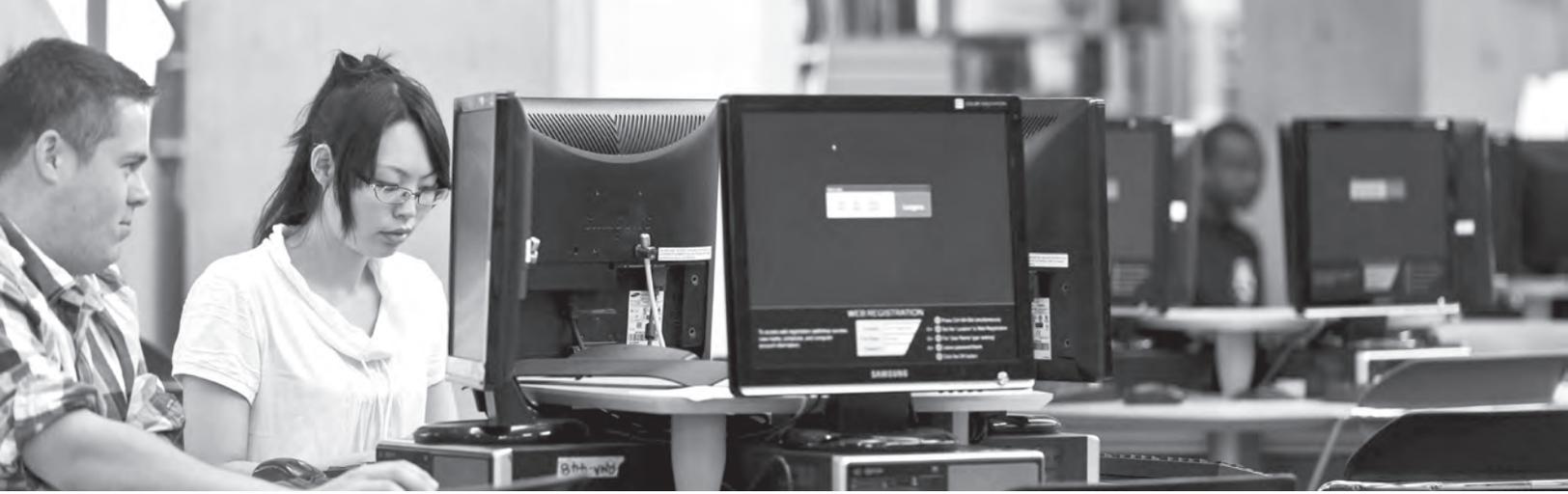
Susan Weber took on all Media Librarian roles in September. In consultation with faculty and usage statistics, she started weeding our media collection, donating low-use VHS tapes and 16mm films. Our slide image collection was also discarded in favour of more extensive licensed digital alternatives. The Library still maintains some higher-use VHS and some collection of 16mm film titles upon faculty request. Through subscriptions and purchasing individual titles, our media collection now has over 1,400 streaming videos.

BORROWED AND DOWNLOADED ITEMS



TOTAL TITLES IN COLLECTION AT YEAR END





Developing technology for easier access.

An accessible collection requires a modern, robust library services platform at the back end; the best search and discovery tools possible available to front-end users; and a website that is comprehensive, attractive, and intuitive to use. To support this, we initiated several major projects:

- Became a partner with Innovative Interfaces, Inc. on the development of their next-generation library services platform, Sierra.
- Compared our current discovery tools against other products on the market to determine which best suits the Langara environment.
- Worked with Communications & Marketing to develop a new website within the College's content management system that is user-friendly and consistent with the Langara brand.
- Introduced SMS text messaging as a quick reference tool and courtesy notice service. The number of questions received via SMS increased 80% between the fall and spring terms.



Get answers on the go.

LIBRARY NOW OFFERING TEXT MESSAGE Q&A SERVICE*

"How late is the Library open until today?"

"Do you have a copy of my textbook?"

"Can you help me find journal articles?"

Text us at **604.363.0743** and get answers texted back.

www.langara.bc.ca/library

*regular cell phone provider charges will apply

Langara.
THE COLLEGE OF HIGHER LEARNING.

Employee news and events.

CHANGES

- Director **Grace Makarewicz** left Langara Library in January, to take over as University Librarian at Capilano University.
- Department Chair **Patricia Cia** became Head of Library Services (interim), a role in which she will lead the Library's Strategic Visioning Process.
- **Joyce Wong** was elected as Coordinator of User Experience, a new role at Langara.
- After **Judith Neamtan's** retirement and **Carolyn Petrie's** move to other adventures, we welcomed:
 - **Emma Lawson** as Electronic Resources Librarian
 - **Annie Jensen** as Communications Librarian
- **Zeljka Loncaric** successfully organized Langara's Sun Run team which included several Library Services employees.

ENGAGEMENT

Outside Langara, our Librarians actively participated in a variety of professional and community organizations:

- **Ophelia Ma** – BCLA Continuing Education Committee BCLA ALPS Award Committee member
- **Patricia Cia** – Council of Post Secondary Library Directors (CPSLD) member
- **Alison Curtis** – eHLbc Management Steering Committee member
- **Susan Weber** – President of MEC, delegate to Vancouver and District Labour Council, member of FPSE Human Rights and International Solidarity Committee, Libraries Across Borders, and The World Community Film Festival Advisory Board

ALWAYS LEARNING

This year we engaged in a variety of activities, including:

- A site visit to Douglas College featured a Learning Commons presentation and peer-learning breakout sessions
- Attending Respectful Workplace Communication, an interactive workshop facilitated by the Justice Institute of British Columbia
- Inviting **Stephen Abram** to give a presentation titled *Academic Libraries in the future*. This provided the first step for our Strategic Visioning initiative.

In March, the Reference group launched regular professional development meetings, in which we share ideas, tips, and lessons learned. Vivian Feng and Business instructor, John Falcus, presented at the inaugural event Online Reference Tools: PCensus and Print Management Bureau.



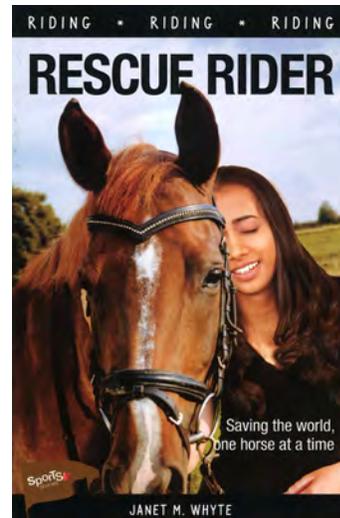
Recently retired librarian **Judy Grove** passed away on October 9, 2011. Judy worked as a librarian at Langara for 18 years, and will be greatly missed both by her colleagues at Langara, and throughout the greater library community.



Emma Lawson
Electronic Resources Librarian



Annie Jensen
Communications Librarian



Janet Whyte's new book *Rescue Rider*, in which "mystery and show jumping collide in the story of a girl's love for a difficult horse," was published in fall 2011 as part of the Lorimer Sports Series.

Just the numbers.

FISCAL YEAR 2011/2012

IN-PERSON

	2009/10	2010/11	2011/12
Days open	289	302	306
Gate count	506,765	578,288	606,208
Average hours per week September-April	69	75	76

INSTRUCTIONAL SESSIONS

	2009/10	2010/11	2011/12
Classes	219	214	327
Participants (students)	5,487	7,787	8,836
Reference questions answered	13,397	12,667	12,361

ONLINE ITEMS DOWNLOADED

	2009/10	2010/11	2011/12
E-journal articles	319,412	361,757	389,563
E-book sections	40,221	260,281	370,454

TOTAL TITLES IN COLLECTION AS OF MAR 31, 2012

	2009/10	2010/11	2011/12
Physical	103,868	100,895	98,732
Online	23,575	39,249	86,332

INTERLIBRARY LOAN

	2009/10	2010/11	2011/12
Obtained for Langara	1,310	1,396	1,638
Provided to other libraries	759	764	767

PHYSICAL ITEMS BORROWED

	2009/10	2010/11	2011/12
Circulation/checkouts	67,772	66,846	55,535
In-house use	26,123	24,722	27,588

ONLINE VISITS

	Visits	Unique Visitors	Avg. Visit Duration	Page Views	Avg. Daily Page Views
Discover layer (Encore)	155,244	71,655	5:02	532,964	1,460
Classic Catalogue (WebPac)	79,715	58,861	5:08	396,885	1,087
Subtotal	234,959	130,516	5:05	929,849	1,274

Library website	316,252	122,046	3:46	621,927	1,704
Total	551,211	252,562	4:25	1,551,776	1,489

ORDERS FOR SUBJECT AREAS

Library funds (includes matching)

Division	Amt Paid
Multidisciplinary	\$107,272
Community Programs	\$12,760
Continuing Studies	\$3,195
Creative Arts	\$14,360
Health Sciences	\$37,668
Humanities	\$26,027
Mathematics & Sciences	\$12,877
Social Sciences & Business	\$80,187
Student & College Services	\$4,384
Total	\$298,729

NEW TITLES ADDED TO CATALOGUE (by format)

Electronic	25,375
Media	814
Print	1,524
Total	27,713

NEW PHYSICAL ITEMS (PURCHASED ONLY)

Reference	38
Media	246
Circulating books	854
Total	1,138

Thank you!

Sincere thanks to our generous book donors:

- Barrie Brill
- Marianne Coquillon
- Alison Curtis
- Raoul Grossman
- Dr. MJ Mclean
- Gordon McNeil
- Jim Placzek
- Elayne Shapray
- Martin Torin
- Stergios Vlioras

A special thank you to Barrie Brill who also donated funds dedicated to the purchase of updated print books on Western European history.

On the horizon for next year.

- Unveil our new website
- Launch Sierra as our new next generation library services platform
- Open our new Learning Commons and incorporate the Writing Centre and academic peer tutoring into the Library space
- Install a new height-adjustable reference desk with improved eye-lines to the check-out desk
- Develop an innovative strategic vision for the Library
- Continuing our extended weekend and exams hours
- Develop copyright policies and procedures based on new legislation and recommended guidelines