

Spring 2012 Report

Library Services

Since January, we started reporting back on events that stood out for us during the month. Everyone in the Library submits their contributions. **Sharing our highlights** make us feel more aware and involved with what is happening in Library Services and provides a basis for reporting out to the larger Langara community.

Our strategic plan for 2009-2013 continues to be reflected in our work and this report.

“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” –
Library's 2009-2013 Vision, reaffirmed, April 2012

Another Busy Spring Term

The term began with fairly major **personnel changes** as Grace Makarewicz, Library Director, left. Rather than immediately posting the director's position, Library Services were asked to lead a Library **Visioning Exercise** involving all areas of the college and that looks at where the Library should be in 5 to 10 years. In the meantime, Patricia Cia, Department Chair, has taken on more responsibilities and became Head of Library Services (Interim).

We held elections for **Library Coordinators** (2012- 2014) with the incumbents continuing their roles. Congratulations to: *Alison Curtis*, Coordinator of Collection Development; *Joyce Wong*, Coordinator of User Experience; *Vivian Feng*, Coordinator of Reference & Instruction.

April is the month of student exams, intersession and many meetings. The Library held our **Annual Planning Meeting** at the end of April. This year we used the morning to look at our values, discuss our vision for the future, and determine criteria for a facilitator who will help us through the Visioning Exercise consultation process. Thank you to all participants including representatives from IT, instructional faculty, and student services. More opportunities for college-wide participation are coming.

Some of the students who were previously struggling were not only able to grasp the concept of references but also understood where to look. The services you offer are so incredible and the students are so fortunate to have you and Annie! -*HKIN Instructor*

Supporting Teaching Excellence

Deliver high quality library services as an integral part of teaching excellence at Langara

Subject Librarians are exploring different ways of **connecting with faculty and students** by meeting with students one-on-one; co-developing/presenting lessons with the instructors in class; providing Lunch & Learn sessions for students and faculty on Library resources; offering LEDC workshops for faculty and staff on ebooks and copyright; and presenting at new nursing instructor orientation day on Library services.

Great presentation, thanks again! It really does make a difference in the quality of their submissions! -*Marketing 2400, Stephanie Koonar*

Librarians provide **instructional support** through specialized classes for: Anthropology, Art History, Biology/Health Sciences, Nursing, Business, English, History/Classical Studies, Human Kinetics, LEAP, Library Technician Program, Psychology, and Publishing. We also offer, and can grade for you, the Introduction to Research online course.

This past fall we introduced SMS text messaging service as part of our support for student success. This term Borrower Services staff joined the SMS Reference Team. Whether by **SMS, email, phone, AskAway service, or in person**, everyone has helped Langara students, faculty and staff, as well as the larger Langara community.

During the Spring Term, Library Services sponsored **practicum students** from SLAIS (UBC) and Langara's Library Technician Program. Everyone in the Library spent time with the students, shared experiences, or developed projects.

Thanks again for all the time and work you put into coordinating my practicum here at Langara. It has been an incredibly valuable experience to me, and I can't thank you enough.

Sharing our experiences and knowledge is part of our culture. This term we advised West Vancouver Public Library, Regent College, Vancouver School of Theology, Capilano University, and Douglas College, to name a few.

Partnering and Collaborating in Meaningful Ways

Strengthen our relationships/partnerships with key Langara Community groups to support student success

Besides teaching students how to do research and use our resources, we support student success through **active involvement** with them: Library Technician students observed professionals providing reference service

A "hands-on" expert from the Library staff that is so engaged with the student population. It is a great pleasure to work with someone so dedicated to the needs of our students. Thanks for all of your time and effort this term -*Business Instructor*

at Langara Library as part of their class; The Voice interviewed staff on topics such as EBSCO Discovery Service and Janet Whyte's latest novel; Photography students conducted several video interviews; and, the Photo Imaging class took group and individual photos of Library employees. We coordinated two days of free massage therapy services for students during finals

week; worked with Creative Arts to include more artworks in "L" building; and, developed future partnerships with Student Engagement Centre.

During the Spring Term, Librarians assisted faculty with research as well as helping prepare class assignments, and **worked closely with faculty** for feedback on withdrawing print and older media, cancelling journal titles and recommending new purchases.

We coordinated with The National Film Board (NFB) to have their "road show" stop at Langara with their streaming workshop, which introduced CAMPUS, the NFB's "new and improved online media solution for the classroom."

Library Services participated in several **College-wide Committees** –Education Council, Langara Council, LFA Board, Langara Research Committee, PDSF Committee, and the Scholarly Activity Steering Committee. Susan Weber was acclaimed as Vice President of Langara Faculty Association, taking office May 2012.

We also participated in Langara's PD and LEDC events as facilitators and presenters. Zeljka Loncaric also successfully organized Langara Sun Run team, with several Library Services staff participating as well.

Thank you for your valuable assistance during PD Days last week! It wouldn't be possible without your help -*Giselle Lemay, Coordinator, LEDC*

Beyond Langara, we actively participated in a variety of **community and professional organizations**: BCLA Continuing Education Committee BCLA ALPS Award Committee, Council of Post Secondary Library Directors (CPSLD), MEC (Media Exchange Cooperative), eHLbc Management Steering Committee, FPSE Human Rights and International Solidarity Committee, Libraries Across Borders, a sub-committee of BCLA, and the World Community Film Festival Advisory Board.

Events, Promotions, and Displays

Actively promote the library so that the Langara Community recognizes our value

The Communications team coordinated **Library events**, promoted our resources, and created marketing plans. Library Services worked with C&M to migrate our website to the Content Management System; and, with the Student Engagement Centre, started to plan a collaborative scavenger hunt for the upcoming Fall term orientation.

During the Spring Term, **displays and related activities** included: February Facebook “Great Romances”; sculpture display; Freedom to Read week; Governor General’s 75 years of controversy display promotion; World Water Day and videos; International Day for the Elimination of Racial Discrimination; Latin American Studies Week; Easter and Exam Period hours promotion; Volunteering, with interactive sign in collaboration with VOLT and the Student Engagement Centre; BC Arts and Culture.

Best idea ever! Free de-stressing massages at school during exam week, now I have an excuse to study at the library -Twitter user

Best Resources & Facilities: Findable and Accessible

Maximize access to our collection, services, and facilities

In January, we rolled out a **new purchasing model for ebooks** (Patron Driven Acquisition). This successful pilot project allowed students’ actual use of materials to determine what we bought. As part of our collection development strategy, this term we focused our materials evaluation on our print reference, journal collection and the 16mm films.

Media acquisitions team: Wow! Yes, it would be great if you could order the Zeffirelli version [of Jane Eyre]. Thanks for continuing to work on this; you rock -Karen, English Department

In mid-April we began ordering materials for the 2012/2013 budget year. **Now is the time to order materials for the Fall Term.** Besides print and online resources, we source and acquire media. This term, requests came from many departments, including Art History, Political Science, English, Nursing, and Latin American Studies.

Our enhancement request for additional collection funds was declined and due to demand for Safari Books Online, we had to actively solicit funds from interested departments. We are pleased to announce that 60% of total cost will be funded by departments to support this year’s access. We had started evaluating our current electronic resource collection to ensure that each database still best meets our needs; and, through hard decisions, the Library will fund the rest.

This term we continued to develop strong vendor relations: Media – verifying access rights, price negotiation, in-person meetings; Electronic resources – license renewals, price negotiation, troubleshooting; Technical services – evaluate and recommend change of monograph ordering system.

Library Services supports faculty in **clearing courseware and other materials** not already available in our collection. During the Spring Term we compiled and submitted copyright fees for the upcoming Fall Term to Access Copyright.

Based on the new Signing Authority policy, we developed and began our new workflow for licensed materials (typically electronic resources). We also ensure license renewals for electronic resources are reviewed by the Administration & Finance Office.

A fellow Sierra Development Partner sought me out at the IUG conference to thank me for my contributions to the Sierra listserv -Library Systems Manager

An important part of **making our collection accessible** is finding the right search and discovery tools, and having a robust back-end application. This term, we continued trialing discovery layer search engines, involving students and offering prizes for those who completed our trial evaluation forms. We also continued product development testing for Sierra, our new system for our Library Services Platform.

This term we worked with Suzanne Munson to update the Adaptive Technology lab. The **Learning Commons** proposal and funding request was approved in April, so we anticipate many changes during the Summer Term.

Ensuring Fresh and Sustainable Expertise

Create an environment of innovation that promotes and encourages employee development

Lifelong learning is important to us. This term we developed, coordinated, and participated in a wide variety of professional development activities including a presentation by Stephen Abram, an industry leader and inspirational speaker, who spoke on [Academic Libraries in the Future](#).

Reference Group **shared lessons learned** and ideas in April with sessions on art history reference and resources; favourite reference works; and the online reference tools, PCensus and PMB.

We participated in a variety of **webinars** including: Embedded Librarian; ebrary Strategic Ebook Acquisition; EBSCOhost Collection Manager tools. **Conferences and workshops** we attended: Innovative User Group Conference in Chicago IL, Social Networking Tools for Libraries at UBC; Electronic Resources & Libraries conference in Austin. We also stayed informed by following trends and issues, such as the copyright debates within the educational community about AUCC and Access Copyright.

Planning for the future never stops. Since January, evaluation committees sat for two librarians who successfully passed their first year review; the Collections & Copyright Technician position incorporated electronic resources and licensing ongoing support; staff working with media previews revised workflows and backup duties; an internal candidate successfully applied for a temporary technical services librarian position to help us for one year during the Visioning Exercise, and who will return to their old position with new understanding. We also saw a staff member leave, and took the opportunity to review and update that position to meet the Library's evolving needs.

Thank you for giving me work over the last two years! I went through some very high stress periods while working towards my diploma, but you were always understanding of the fact that I was a student first, and a shelvee second. I really can't stress how much I appreciated your flexibility when schoolwork began to pile up -SWAP student

Copyright changes are coming and we are looking for ways to educate and support faculty such as a copyright blog. In anticipation of many changes, we formed a Library Copyright Working Group to help drive this initiative.

Upcoming Priorities

During the Library's Annual Planning Meeting at the end of April, we created working groups which will focus on: metrics assessment; strategically plan to successfully lobby for an increase in the collection budget for 2013/14; open a successful learning commons; and ongoing staff training.

Other priorities for the **Summer Term** include: website migration to Langara's CMS; go live with Sierra; renovate the first floor of the Library to create the Learning Commons; migrate the two online library tutorials from Blackboard to D2L; develop an updated Library brand; begin college-wide consultation for the Visioning Exercise; develop a Faculty Outreach blog.

Find Us

Library Website:	http://www.langara.bc.ca/library/
Services for Faculty/Staff:	http://www.langara.bc.ca/library/facservices/facservices.html
Subject Librarians:	http://www.langara.bc.ca/library/facservices/researchsupport_liaisons.html