Summer 2013 Report
Library Services

The Summer Term – a time of vacation, projects, and planning for the rush of Fall Term.

Planning Next Steps

Following nine months thinking, discussing, and formulating our strategic priorities, we were primed for the Library Services annual planning meeting held in May. Ken Pawlak facilitated the afternoon session where we looked at the final strategic plan, reviewed last year's goals and selected operational goals for this next year as we work towards our vision.

Learning & life competencies: sharing unique expertise

Planning for the Fall – means connecting with Faculty, reworking instruction plans to include our new discovery system, and creating Assignment Guides for students. Subject Librarians continue to work with instructors to bring the Library into their classrooms and add courses that have not used our services before.

We completed the Avoiding Plagiarism Tutorial with help from Ed Tech, IMS, and IT staff to ensure on time delivery for the Fall term. Several Faculty members also found themselves expanding their horizons by appearing in the videos. Feedback has been positive.

Reference & Instruction Statistics	
May-August 2013	
Reference questions (all types):	3943
Research questions:	2629
Instruction classes and tutorials:	55
Number of students:	1200

Contact your Subject Librarian if you wish to try out the tutorial or have your class participate.

The Library created a referral sticker to help instructors encourage students to visit the Learning Commons for writing and citing help or research help. Contact us if you would like a supply or refill of these referral stickers. Digital versions are also available.

Sean Maschmann (Department of History) with Judy Kornfeld (History subject librarian) held a workshop where students received a crash course in essay writing, and learned the essential ingredients needed to approach the planning, research and writing of academic essays in the Humanities.

Content & resources: curated, seamless, dynamic

Through a generous benefactor, the Library received a large donation of art books which will be reviewed and gradually integrated into our collection. The Reserves/Media area is seeing changes as we "weed" out the older VHS titles that are no longer relevant and opening up more of the area for student study spaces. Susan Weber, Media Librarian coordinated Langara employees to attend the BC Media Showcase enabling faculty to preview DVDs for their courses. By the end of August, priority recommendations were ready for Fall instruction.

Copyright

At last! Education Council approved the Copyright policies which are posted on the Langara website. Copyright website www.langara.bc.ca/copyright is now live. Langara "opted out" of the Access Copyright *Interim Agreement* effective August 31st.

Interactive spaces: innovative environments for learners

More renovations in the Library & Learning Commons as we upgrade the Teaching Lab (L108) to increase capacity, flexibility and to ameliorate sound issues. The Presentation Room (L216), home of the Counseling and other student success workshops as well as a silent study area received carpeting. The Learning Commons held a very successful Employee Open House in June. Treats included ice-cream, special toppings, and tours of the area. Theatre Thursday in the Library Lobby with a selection of Shakespeare videos was only one of student events.

Reaching Students through Social Media	
May-August 2013	
Total followers	790
Total reach	49,974
Daily Check-ins (18-24 years)	80
Daily Check-ins (total)	134

Community connections: meaningful relationships

Langara Library hosted several events for our professional connections: BC Library Association meetings, Western Canada Innovative Users Group, and Justice Institute of BC library staff for part of their PD day. We also volunteered at the DOXA film festival and donating books to the Burns Bog Conservation Society for their book sale fundraiser.

The team: organizational effectiveness

- Niina Mitter retired after a long career at Langara contributing as leader, media expert and finally copyright librarian.
- Lindsay Tripp who was at Langara as leave replacement now joins us as our new Copyright Librarian.
- Ophelia Ma returns from her leave eager to reconnect with everyone at Langara.

Library Discovery Service

Today's libraries have many online sources of information in addition to the traditional materials on library shelves. Unfortunately, many of these resources have historically been information silos. Users would search the library catalogue for books, videos, and journal titles and then separately search full-text article databases such as Academic Search Premier, CINAHL, or JSTOR – after first trying to determine which might be the most relevant databases for the current topic.

The goal of a Library Discovery Service is to provide a search platform that simultaneously and instantaneously retrieves results from the widest range of a library's information resources while ensuring that the most relevant results rise to the top.

Finding the Best Solution = Hitting a Moving Target

Langara Library had used Innovative Interfaces' Encore for its Discovery Service since late 2009 but, while we appreciated the user interface and Encore's knowledge of our local catalogue, we were underwhelmed with Encore's discovery of full text articles. In the spring of 2012, Langara Library's Discovery Team began investigating and testing the discovery products on the market. The process included engaging the Langara Community in focus groups, receiving further feedback through user satisfaction surveys, and enlisting students in hands-on task testing.

The following months saw many new developments in the Library Discovery field from all vendors. In the end, Langara Library decided to stay with Encore, but it's Encore with a new twist. Thanks to a novel business arrangement between Innovative Interfaces and EBSCO, Encore's full-text article results are now provided by EBSCO's massive EDS database. Those results are integrated with Encore's library catalogue results into a single relevance-ranked stream within the attractive and intuitive Encore interface.

This past June, after several months of working directly with product developers at both Innovative Interfaces and EBSCO and with other libraries in the beta test group, Langara College Library was the first site worldwide to go live with the rebranded Encore ES.

While library discovery products continue their rapid development, we feel confident that Encore ES is a great tool for Langara's students today.

Unexpected Fallout

Due to our involvement with this project, Langara College has gained some recognition both from our vendor partners and from other libraries as an innovative, leading edge institution. Some examples to date include:

- A spotlight article on Langara's implementation of Encore ES in the July 2013 issue of Innovative Interfaces' *INNBrief* newsletter
- Innovative Interfaces unveiling Encore ES at the annual American Libraries Association conference in July with Langara Library as their demonstration site.
- Subsequent contact from numerous libraries interested in Encore ES.
- An invitation to take part with EBSCO and Innovative Interfaces in a joint presentation on library discovery at the well-respected Charleston Conference in November. Electronic Resources Librarian, Emma Lawson, will represent Langara.
- Request for an interview from *Information Today* for an upcoming article

- submitted by Brent Searle, Library Systems Manager

Langara.
THE COLLEGE OF HIGHER LEARNING.