

# Fall 2015 Term Report

## Library Services

### Library Service Review

The Library started 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. Our first all-staff service review meeting took place on November 19 and focused on “laying the foundation” for the work to be completed throughout the year-long review process.

### Learning and Life Competencies

#### A Busy Term in the Classroom and at Library Service Desks

The Library experienced a noticeable spike in reference interactions with students, particularly in the month of October, during which Library staff received 46% more reference questions than in October 2014. Overall, Library staff answered 27% more reference questions compared to the 2014 fall term.

Reference Questions			
Month	2014	2015	% Increase
September	2,397	3,058	28%
October	2,261	3,308	46%
November	2,055	2,655	29%
December	941	712	-24%
Total	7,654	9,733	27%

The Library delivered a total of 275 instructional sessions, up from 235 in fall 2014. 45% of instructional sessions were delivered through in-person workshops, while the rest were delivered as online tutorials.

The Library rolled out a brand new online tutorial this semester, entitled “*Can I Use This?*” *Critically Evaluating Sources*, which replaces the dated *Evaluating Web Resources* tutorial. The new tutorial introduces the ‘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 revitalized tutorial was completed by 664 students this semester, doubling the number of students that completed the *Evaluating Web Resources* tutorial in fall 2014.

Instruction Stats: September - December		
Mode of Instruction	# of Sessions	# of Students
In-person workshops	124	2533
Online D2L tutorials		
• Intro to Research	57	959
• Avoiding Plagiarism	56	1094
• NEW “Can I Use This?” Evaluating Your Sources	38	664
Total	275	5250

### Content & Resources

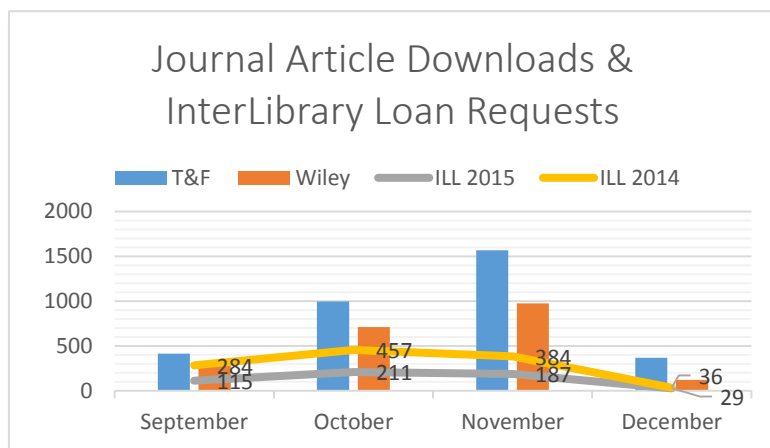
#### Kanopy Offers Streaming Media on Demand

The Library subscribed [Kanopy](#), a new online video streaming service that operates on a patron-driven acquisition model. *Kanopy*’s collection includes 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, California Newsreel, and hundreds more. With the addition of this robust collection, the Library has ended its subscription to *Vast: Academic Video*.



## New Journal Collections Result in Reduction of ILL Requests

In spring 2015, the Library procured two new journal collections, the Taylor & Francis Social Sciences and Humanities Collection and the Wiley Online Library, with the expectation that the significant upgrade to our online holdings would reduce the number of Inter-Library Loan (ILL) requests received by the Library. The stats from the fall term confirmed our assumption, as ILL requests have decreased significantly. Overall, the Library received 53% fewer ILL requests in fall 2015 compared to fall 2014. Meanwhile, the Taylor & Francis and Wiley collections accounted for 3,346 and 2,111 article downloads, respectively.



## Interactive Spaces

### The Writing Centre Joins WriteAway

In October, the Writing Centre, in partnership with the Learning Commons, launched a one year pilot of WriteAway, an online writing help service. This collaborative service offered by participating BC colleges and universities allows students to submit their writing assignments and receive feedback from qualified tutors, generally within 24 to 48 hours. The WriteAway service complements the current writing help offered in the Learning Commons and further strengthens the spectrum of academic support available to Langara students.



*The proof of concept IT service desk in the Library lobby.*

### A Permanent IT Presence Takes Shape in the Library

In response to the high number of tech-related queries (e.g. WiFi issues, printer questions) 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. During the first two weeks of September classes, a proof of concept IT service desk was assembled in the Library lobby. The trial was very successful and the construction of a permanent IT service desk is set to begin in 2016.

### Students and Faculty Tinker with 3D Technology

The Library hosted a popular 3D printing showcase in September, during which students and faculty interacted with a 3D printer and tinkered with LEGO blocks. The ongoing success of our 3D printing events has resulted in the establishment of an exploratory team of two librarians and a Creative Arts faculty member to develop a proposal to bring a permanent makerspace to Langara College. The team has been busy conducting student surveys, visiting makerspaces throughout the lower mainland and Vancouver Island, and consulting with the Langara community to assess their interest in the initiative. A makerspace proposal is expected to be completed in 2016.

## Community Connections



*Students take a study break in the De-Stress Fest colouring lounge.*

### De-Stress Fest Adds a Dash of Colour to Winter Exams

The Library hosted its two-week-long De-Stress Fest over the December exam period. Activities featured relaxation massages from Langara RMT students, a life-sized scrabble board in the Library lobby, and several ReFuel Stations stocked with coffee, tea, and snacks. A popular feature of the De-Stress Fest was a relaxing colouring lounge, where students coloured their stresses away in between study sessions.

### Knowing the Difference between copyRIGHT and copyWRONG

In our tireless effort to educate students on the ins-and-outs of Canadian copyright legislation, the Library launched a new social media campaign entitled “copyRIGHT or copyWRONG: Debunking Common Copyright Myths.” As part of this campaign, the Library has been posting a monthly graphic that clarifies one copyright “myth.” The posts have been shared via the Library and College social accounts and have garnered high levels of audience engagement.

### The Team

#### Poster Presentations at the November Scholarship Café

The Library was well-represented at the November Scholarship Café. Joyce Wong, Dan Slessor, Allison Sullivan, and Louise Reid prepared a poster summarizing the Library’s ongoing User Experience (UX) testing, which is being conducted in advance of a Library website redesign. Joyce Wong and Dan Slessor also joined Tomo Tanaka (Creative Arts) in preparing a poster detailing the research they have conducted in support of their proposal for a Langara makerspace.



*Librarian Dan Slessor talking makerspaces with students at the November Scholarship Café*

### 2014-15 Annual Report Now Available

The 2014-2015 Library & Learning Commons [annual report](#) is now available on the [Library Central blog](#). The report showcases an eventful year of scholarly activities, engaging events, and departmental achievements.