

Library Services Report: Summer and Fall 2016

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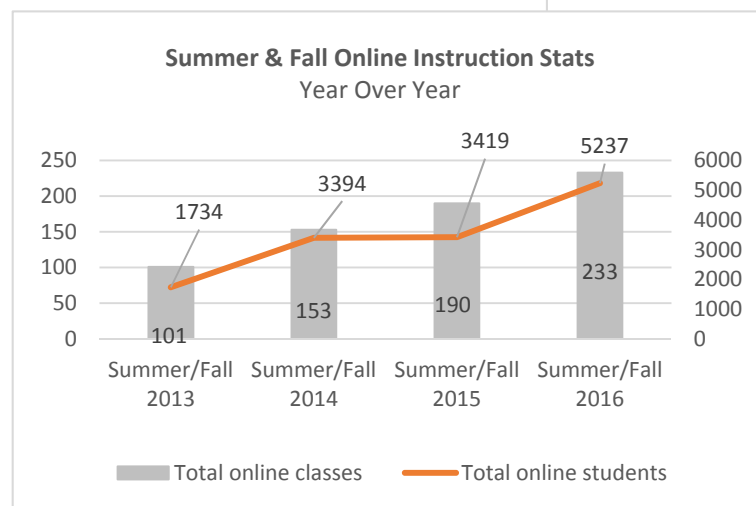
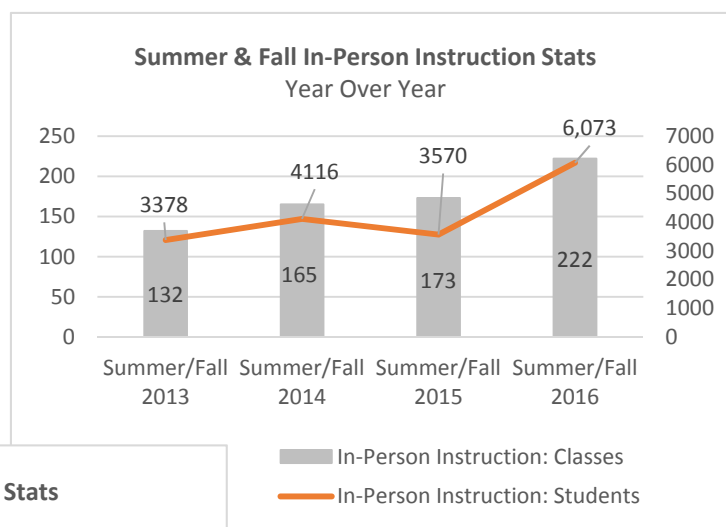
An Action-Packed and Record-Setting Time for Langara Library

The Library continues to attract more visitors than ever before, breaking records twice this period for the number of monthly visitors to the Library. In October 2016, 88,464 people passed through the library entrance, surpassing the previous record of 88,127 visitors, set in October 2012. The following month, the Library smashed both of these numbers with a whopping 96,079 visitors! Overall, library staff welcomed over 30,000 more people into the building compared to the same reporting period from last year.

The influx of bodies in the Library coincides with a spike in the number of questions received by library staff. In the summer and fall months, the Library answered 27,278 questions from Langara students, staff, and faculty, representing a 6% increase from Summer/Fall 2015. This increase is particularly astonishing since Langara's IT department has found a permanent home in the library lobby during this reporting period, easing some of the burden on library staff when presented with technology and student account related questions from students.

Learning and Life Competencies: Sharing Unique Expertise

The Library's instructional program is growing at a torrid pace. From May to December, librarians taught over 222 in-person sessions, reaching over 6,000 students, the latter figure representing a 70% increase over the number of students reached in the 2015 Summer/Fall reporting period.



Delivered through D2L, the Library's online tutorials (*Introduction to Research, Avoiding Plagiarism*, and *"Can I Use This?" Evaluating Your Sources*) also gained in popularity. During the last two semesters, instructors requested 233 tutorials, which were completed by more than 5,200 students (a 53% increase).

In this time of rapid change in the information and media landscape, the Library recognizes the need to keep current with the latest trends in scholarship and research. To this end, a working group of library staff has been formed to rework the *Introduction to Research* online tutorial. The goal of this project is to develop an updated tutorial that addresses challenges students face in the current research environment; increase the relevancy of the tutorial for students; and align the content of the tutorial with current best practices and the *ACRL Framework for Information Literacy for Higher Education*.

The group hopes to have the new tutorial developed and ready for a soft launch by summer 2017.

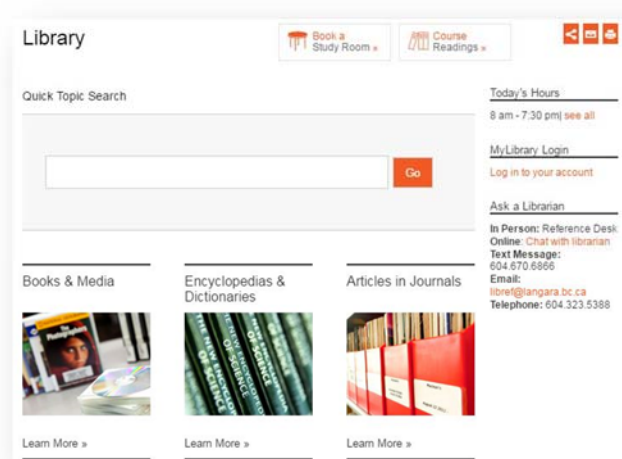
Content & Resources: Curated, Seamless, Dynamic

Langara Joins Arca

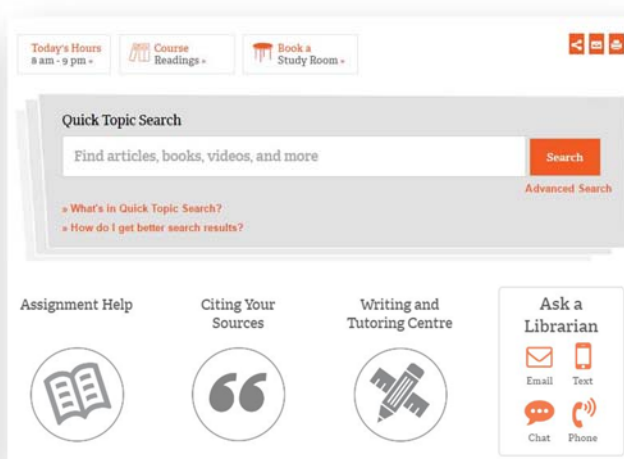
Langara has joined Arca, the BC Electronic Library Network's (ELN) digital repository consortia. Currently, the Library is connecting with Langara departments and faculty to identify the inaugural objects to be included in the repository. The Library hopes to use the institutional repository to not only house the College's research output, but also showcase the digital objects produced by programs within the Creative Arts division, including but not limited to Design Formation, Fine Arts, and Professional Photography.

Interactive Spaces: Innovative Environments for Learners

New Langara Library Homepage Launched



Old Homepage



New Homepage

After conducting extensive user testing throughout 2015/16, the Library worked with C&M's web team to revamp the Library homepage. Focusing on usability and discovery, the new website highlights the Library's Quick Topic Search feature and the key pages within the website that assist students with their research assignments. The new webpage also incorporates the Library's visual identity.

Langara Makerspace Receives Go-Ahead

In summer 2015, an exploratory team consisting of two librarians (Joyce Wong & Dan Slessor) and Tomo Tanaka from Creative Arts began drafting a business plan to establish a makerspace at Langara. Philip Robbins has been hired to oversee the pilot stage of this project with the help of a Makerspace Advisory Committee, comprising representatives from across disciplines and departments.

The makerspace is currently located in A268. For a list of available equipment and upcoming workshops visit: <http://langara.ca/campus-facilities/makerspace>

Fun and Relaxation at the Library

The Library began the academic year with a Library and Learning Commons Open House and a booth at the Semester Kick-Off event. Visitors to the Open House met with library and Writing Centre staff, entered contests for great prizes, and built cool contraptions at a Lego station.

Halloween is always a ghoulishly good time at the Library and this year was no exception. The Library participated in the College's Halloween Decorating Contest with an homage to Alfred Hitchcock's *The Birds*. In addition to a Hitchcock book display and film screenings, the library team decked out the first floor of the Library with a murder of (paper) crows and donned frightening costumes.



As is customary, the Library hosted De-Stress Fest over December exams.

Students decompressed with relaxing massages provided by the Langara RMT program, a colouring and creation lounge, a visit from the Cookie Monster, and continued support from library staff.

Community Connections: Meaningful Relationships

Open Langara

Langara College is one of the heaviest users of open textbooks in the province. As of the spring 2017 semester, 15 Langara instructors have adopted 57 open textbooks, potentially saving 1,868 students a total of \$309,500.

Building on this trend, the Library and Langara's Education Technology department have partnered to form Open Langara, an institutional open education advisory committee. Open Langara will bring together interested parties from across campus to cultivate in-house expertise, network with the OER community, and steer the College's participation in the open movement. The committee will advocate for low-barrier post-secondary education by supporting the adoption of OER, open textbooks, and open access at Langara.

Program Review

During the summer and fall semesters, librarians were involved in 14 program reviews, including Aboriginal Studies, Biology, Canadian Studies, Film Arts, History, Journalism, Political Science and more.

As part of the program review process, librarians contribute a report on Library and Learning Commons supports for the program as well as a community/industry needs report.

Langara Library Facebook

The Library and Learning Commons continues to connect with students, faculty and the community, ending December with 1216 followers. The Facebook page features several series including Langara Library's "Research Tips" and "CopyRIGHT or CopyWRONG" series.



The Team: Organizational Effectiveness

New People and Roles

The Library successfully advocated for a new librarian position in the summer. Allison Sullivan, who had been acting as Instructional Services Librarian during Ophelia Ma's maternity leave, has been hired full time, assuming the role of Instructional Services Librarian while Ophelia focuses on a new e-books portfolio.

Joyce Wong's term as Department Chair comes to a close in 2017 and Ryan Vernon, Coordinator of Technical Services, has been elected as the new Library Chair. He will assume the role of Library Chair on May 1, 2017. Joyce has been elected into the new role, Coordinator of User Experience.

Dan Slessor, Communications Librarian, has expanded his portfolio to include assessment initiatives. Dan has begun working on the development of an assessment plan and timeline for the Library.

Service Review

The Library is engaged in a year-long service review process, facilitated by the Modus Operandi consulting firm and using the agile design method. The summer and fall months focused on "developing the prototype," wherein staff members used the lessons learned during the initial meetings to create process maps for key operations at the Library.

Professional Development

In addition to attending numerous professional development opportunities on campus and across British Columbia, Langara librarians also organized or presented at numerous conferences and workshops, including the British Columbia Library Conference; "Libraries and Higher Ed in a Time of Truth and Reconciliation" symposium; and the Special Libraries Association (SLA) Western Canada Chapter's year-end event.