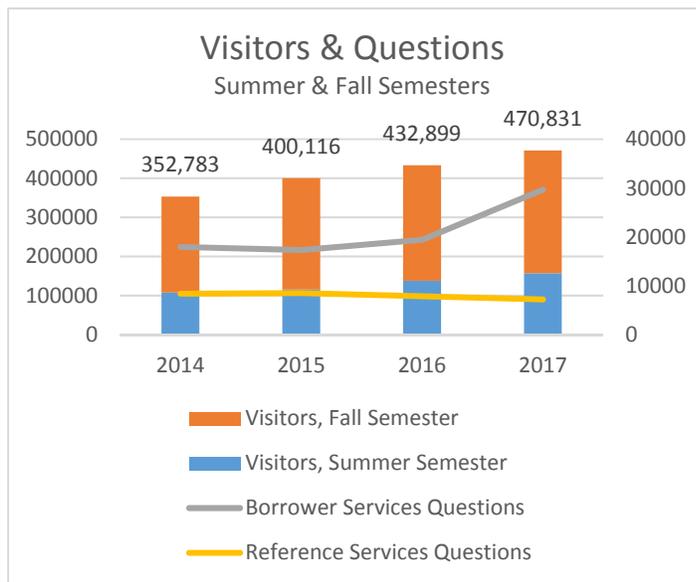


Langara Library Summer/Fall 2017 Report

Prepared by Dan Slessor and Patricia Cia

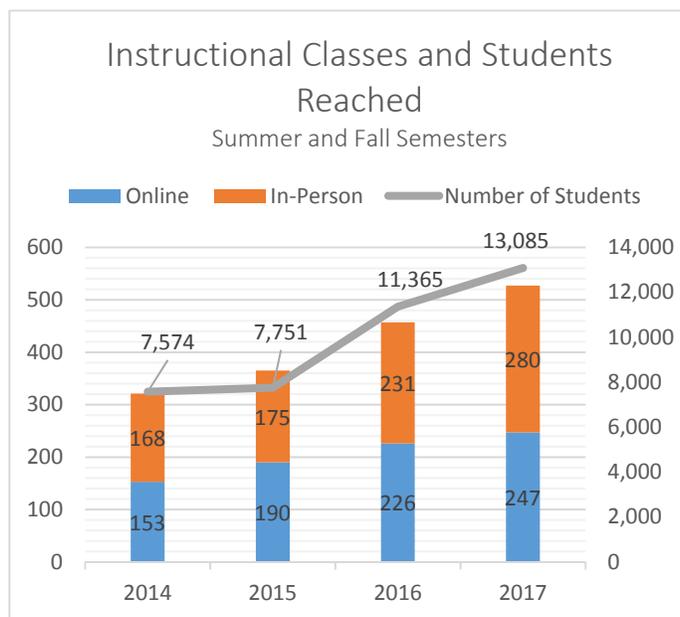
The start of the 2017/18 fiscal year has been a particularly busy time at the Library, with record numbers of visitors coming through our doors. Over the summer and fall semesters, the Library saw an influx of almost 40,000 more visitors compared to the same period in 2016. The rise in traffic is part of an ongoing trend with the number of visitors increasing by over 33% compared to just four years ago.



Our staff have answered almost 10,000 more questions from the same time period in 2016. Interestingly, while the Borrower Services team has seen a sharp increase in the number of questions received at the Check Out Desk, the Reference Services team has seen the number of questions they answer at the Reference Desk decrease slightly. Anecdotal feedback indicates that international students have been more apt to connect at the Check Out Desk with facilitative questions.

Learning and Life Competencies: Sharing Unique Expertise

In addition to record numbers of visitors and questions fielded by library staff, the instructional program continues to break records in both the number of classes delivered and the number of students reached. Compared to four years ago, the number of classes delivered by the Library during the summer and fall semesters has increased by 64% and the number of students participating in some form of library instruction has risen by 73%. Significantly more instructors are taking advantage of in-person instruction by either bringing their class to the Library's Teaching Lab, or by hosting their subject librarian in their regular classroom. Over the summer and fall semesters, librarians taught 280 in-person information literacy classes, totalling 393.5 hours of library instruction. In the fall semester, the Library averaged 4.5 instructional hours for every teaching day of the semester (62).



Content & Resources: Curated, Seamless, Dynamic

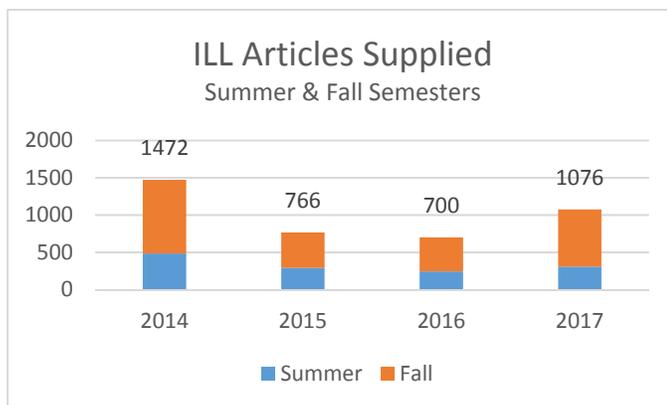
EBSCO Discovery Service (EDS)

The Library debuted a new discovery layer in advance of the fall semester. The change to EBSCO Discovery Service (EDS) most noticeably affects the Quick Topic Search on the Library's homepage. While the Quick Topic Search maintains the core function of searching the Library catalogue as well as many article databases, it also has several additional features that were not present in the previous version:

- Predictive text
- Book reviews and "similar books" links for book records
- AskAway widget on results page
- Citation features for books and eBooks
- "Search within" feature for e-journals that are found in EBSCO databases

A Rise in Interlibrary Loan Article Requests

In 2014/15, when the Library procured two new online collections, the Wiley Online Library and Taylor & Francis Online, the number of interlibrary loan (ILL) requests dropped significantly. However, demand for ILL articles has renewed in recent months and the number of ILL articles supplied to the Langara community increased by over 50%. The Library's collections team will investigate the reversal of the downward trend—it may reflect a needed resource, a change in subject interest, or a change in research needs or habits among the Langara community.



New Online Resources

The Langara Library subscribed to APA Style Central, a product from the American Psychological Association (APA) designed to assist instructors and educate students on the proper application of the rules of APA Style in their writing.

This new resource offers a sophisticated writing program, along with an extensive collection of pedagogical tools, guidance on scholarly writing and the research process, and full integration of and direct access to the text of the Publication Manual of the American Psychological Association.



Other additions and changes to the Library collection include:

- Criminal Justice Abstracts with Full Text, a database that supports criminal justice and criminology research
- Migrating many of our eBooks to ProQuest's new platform, Ebook Central
- Frontier Life, a digital collection focusing on "settlement, existence and interactions at the edge of the Anglophone world from 1650-1920." The resource includes primary source documents from the Glenbow Museum and the Hudson's Bay Company Archives.

Collections Dashboards

The Library has created interactive dashboards to track statistical trends in the use of physical and online items. Current dashboards include Physical Circulation, Online Article Downloads, and eBook Downloads. These dashboards, among others, can be found at: <https://public.tableau.com/profile/langaralibrary#!/>

VHS Replacement Project

As of September 2018, VHS will no longer be a supported format at the college. The Library has begun work to determine which of the Library's VHS titles are still being used in order to source replacements on DVD or streaming video. In consultation with faculty, departments, and subject librarians, VHS titles that are no longer being used or determined to be of no value to curricula or research will be removed from our collection.

Interactive Spaces: Innovative Environments for Learners

New 3rd Floor Furniture

With more students on campus, the Library is striving to balance students' need for defined quiet study spaces with the unavoidable noise in an increasingly busy building.

Following two observational studies conducted in 2016/17, the Library identified the 3rd Floor Silent Study as a potentially underutilized space. As such, new tables were added to the area with translucent dividers that create the feel of carrels while allowing for natural light.

The Library conducted another observational study in November to determine whether the new furniture was successfully managing student traffic. The study found that students were indeed distributed more evenly throughout the 3rd Floor.



Welcoming Students Back to School

During the first week of September classes, the Library & Learning Commons hosted a successful open house introducing new and returning students to various resources and supports. In addition to meeting staff, students had an opportunity to enter various contests, take a book from the College's Book Share, snap a picture in a photo booth, and tinker with LEGO and Jenga.

Video Game Night

On October 18th, the Library hosted its first ever Video Game Night. Scheduled around midterms, the drop-in event allowed students to take a break from their studies and unwind while playing a variety of PS4 and Wii games.

Close to 30 students dropped by the event and the feedback was overwhelmingly positive. Following this successful trial run, the Library hosted a second Video Game Night as part of De-Stress Fest in December.



Staff Sport Spooky Costumes

Halloween is always a ghoulishly good time at the Library. This year was no exception, with costumes ranging from a cowboy to a pair of witches, and spooky decorations displayed throughout the building.



Our costumed crew lines up at the Check Out Desk while Jughead Jones enjoys our graphic novel collection.

Community Connections: Meaningful Relationships

A Collaborative Approach to De-Stress Fest

De-Stress Fest is a popular tradition at the Library during exam time. Over the years, the Library has hosted numerous events ranging from therapy dogs, yoga, and massages from Langara's RMT students. This year, the Library partnered with the Hub and Communications & Marketing to expand the reach of the event beyond the Library building. The collaborative relationship allowed for better promotion of library events, such as RMT massages, Video Game Night, the colouring lounge, and Re-Fuel Stations, while also highlighting complementary De-Stress events hosted by other campus units, including:

- Therapy dogs in the LSU
- "Wellness kits" provided by the Hub
- Smudging and cedar brushing sessions hosted by the Aboriginal Gathering Space
- Final Exam and Test Anxiety Workshops facilitated by the Counselling department

This collaborative approach resulted in one of the most successful De-Stress Fests to date and will continue into the future.



Library staff Mia and Meaghan with two furry friends who dropped by for De-Stress Fest in December.

Orange Shirt Day

September 30th was Orange Shirt Day, a day that acknowledges the legacy of residential schools. In support of the reconciliation process, Library staff donned orange shirts in the days leading up to Orange Shirt Day and created several book displays highlighting resources on residential schools and reconciliation.



Celebrating Dia de los Muertos, Day of the Dead at Langara

Collaborating with the Latin American Studies Department, the Library showcased its collection and the creativity of library staff in a Day of the Dead display, while using the Library Facebook page to help spread the word about Day of the Dead events across campus.

The Team: Organizational Effectiveness

It is an exciting time of transition at the Langara Library, with numerous retirements, growing families, and new hires. Both Annie Jensen (Media Librarian) and Lindsay Tripp (Copyright Librarian) have welcomed new additions to their families and will be on maternity leave this year, while Julie Kornfeld (Monographs Librarian), Zeljka Loncaric (Operations Manager), and Brent Searle (Systems Manager) recently retired.

Mia Clarkson has been hired as the Library's new Media & Student Outreach Librarian. Mia is a recent graduate of the Master of Information program at the University of Toronto (U of T) and has experience as a media librarian at the CBC.

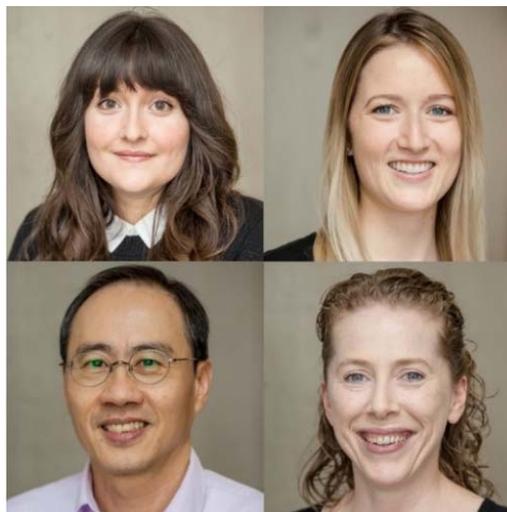
Darcy Lovsin is the Library's new Copyright Librarian. Darcy is also a recent graduate of U of T's Master of Information program, where she worked in the Scholarly Communications and Copyright Office. Most recently she completed a term as a project librarian at VPL, working with Special Collections to digitize holdings and create digital exhibits on BC's history.

Philip Wong is our new Systems Librarian. Philip has worked as a librarian on three continents and has extensive library systems experience.

Corrie Playford joined the team as a Science Librarian before accepting a full time position on campus as a librarian with CAPER-BC. Corrie previously worked for Conestoga College Library in Ontario and has experience as a food scientist.

Jennifer Weldon has been hired as the Library's new Science Librarian, beginning in January 2018. Jennifer holds a Master of Library and Information Studies as well as a Master of Resource and Environmental Management, both from Dalhousie University. Jennifer has library experience from VCC, Natural Resources Canada, and most recently Selkirk College, as well as science experience via her work in wildlife population genetics.

Julie Cole, a graduate of the Langara Library & Information Technology program, is our new Systems Administrator and brings with her a wealth of IT experience from the financial sector.



(Clockwise from top left): Mia Clarkson, Darcy Lovsin, Corrie Playford, and Philip Wong

Familiar Faces, New Roles

Joyce Wong's term as Library Chair concluded over the summer months and Ryan Vernon (Coordinator, Tech Services) was elected as the new Chair of the Library. Joyce was elected into a new position as Coordinator of User Experience. Annie Jensen's maternity leave left the Coordinator of Reference Services role vacant, and Dan Slessor (Communications Librarian) was elected into that position effective September 2017.

Professional Development

In July, library staff went on a field trip to UBC's X̱wi7x̱wa Library, the only Aboriginal branch of an academic library in Canada. The team toured the space and learned about the unique resources and services offered by the library. Additionally, the group had a sneak peek of the new Indian Residential School History and Dialogue Centre, which will open to the public in March 2018.

Alli Sullivan began her term as the Incoming Chair of the BC Academic Libraries Section. Lindsay Tripp's term as President of the Special Libraries Association, Western Canada Chapter has concluded; however, Lindsay continues to work with the association in the role of Past President.

Other PD events that library staff attended, organized, or participated in during this time period include:

- Langara Academic Plan Mini-Conference in April
- BC Academic Business Librarians meeting
- MetLib Conference in Montreal, Quebec (April 29 – May 5)
- ABC Copyright Conference in Kingston, Ontario (June 29-30)
- Art of Leadership Conference at the Vancouver Conference Centre (September 26)
- Information Literacy Non-Conference at BCIT
- EBSCO User Group Meeting at SFU Harbour Centre
- Workshops and webinars on diverse topics ranging from Google Analytics and Intermediate Excel skills to Intercultural Inquiry sessions and the Instructional Skills Workshop.