

LIBRARY AND LEARNING CENTRE

Annual Report ending December 31, 2017

Distributed April 2018



Shirley Lew, Dean, Library
Teaching and Learning Services

Highlights of 2017

It is my pleasure to present the 2017 Library and Learning Centre Annual Report. We had another incredible year, growing in use and services online and in-person at our two locations in support of student learning and success.

This year we focused on improving access to our services and spaces. Thanks to capital funding, we painted and re-carpeted the Downtown Library and Learning Centre. It dramatically improved the space for students, leading to higher use. We eliminated library fines on most materials as overdue fines create barriers to library access and are an ineffective disincentive for returning materials

past the due date. We started a two-year review of our single service point reconfiguration with a survey of library staff to identify gaps and areas to improve. We increased the amount of online writing tutoring provided through WriteAway and 1:1 English tutoring Downtown and created an online series of Calculus tutoring videos.

We made progress on a number of our major projects. We are finalizing new procedures for training and support of the College's Records Management program and started digitizing photos from the College Archives. We are improving the ways we support copyright, open textbooks and open educational resources, and enhanced the search functionality of library resources. Both the Library and the Learning Centre have engaged in several educational workshops to increase our awareness and capacity to support Indigenization at the college.

Engagement with the broader VCC community is important to us and our staff contribute to the college in various capacities. Erin Klis is the elected staff representative to the Board of Governors. Mari Paz Vera chairs the College's Positive Space Committee. Emily Simpson is the chair of the Student Retention and Success Committee. Virginia Adams is a member of the Research Ethics Review Board. Ella-Fay Zalezsak is a member of the BSN Scholarship Committee. Kari Karlsbjerg serves on the Employee Engagement Strategy Committee.

Annelle Harmer is a member of the Environmental Community Action Team. Todd Rowlatt is the Chair of Education Council and there are many more.

We were fortunate to welcome the following new employees to our team this year: Emma Somers (Public Services Supervisor), Rachel Gysbers (Life Sciences Tutor), and Sianna Wiltzen (Library Aide).

We look forward to another engaging and rewarding year serving the VCC community. Thank you for taking the time to share in our success in reading this report.

We acknowledge the traditional and unceded territories of the Squamish, Musqueam and Tsleil-Waututh Nations on whose land we learn and work.

VCC Library and Learning Centre

2017 Year-in-Review

Library



18,342 QUESTIONS
ANSWERED

40,574
ITEMS
CHECKED OUT



275,981 VISITS



67,716
COMPUTER
LOGINS

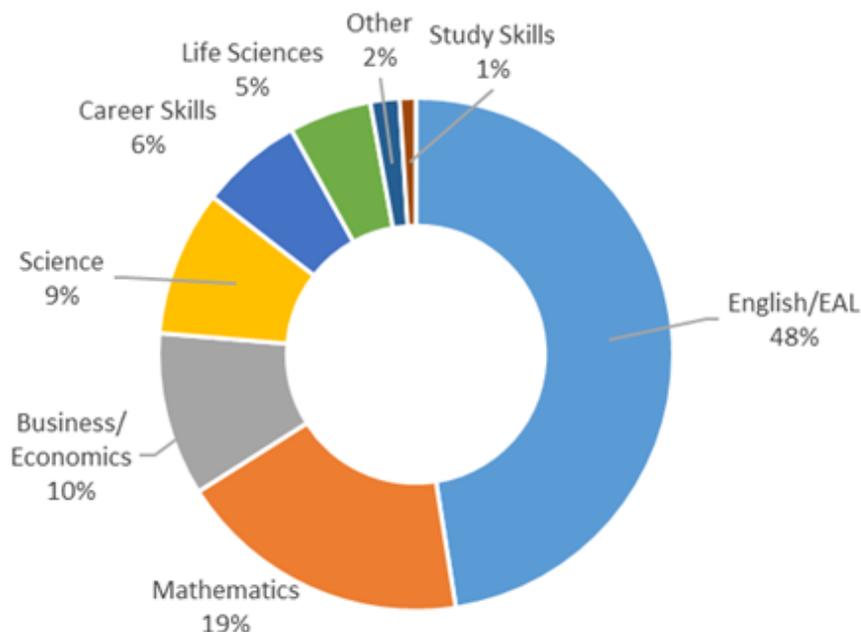


4,593
eBooks
viewed

242,699
WEBPAGE VIEWS

Learning Centre

Subject Tutoring Based on Time



31,611
TUTORING SESSIONS



126
WORKSHOPS

127
TOURS

2,513
STUDENTS

Downtown Learning Centre's New Look

Visitors to the Downtown Learning Centre are now greeted by a huge welcome sign and a bright, inviting interior. Renovations over the past year included complete repainting, new carpeting, and a full set of moveable tables and chairs. Students and staff have commented on how great the sign is and shared their positive feedback about the upgraded study space. The mobility of furniture allows students to easily reconfigure their study space to meet their needs and study more comfortably.

We used the remodeling as an opportunity to move six student computers from the LC into the Library. As the Library has longer hours than the Learning Centre, we wanted to support increased computer access for students at the downtown campus.

Our goal is to make the Learning Centre a welcoming and comfortable space for students to learn, relax, and connect. We look forward to the next phase of selecting student work to display on our walls. Thanks to the Facilities department for all their work in the renovation process.



Downtown Campus Library Renovations

The Downtown Campus Library was renovated with the goal of providing new spaces for VCC students to showcase their incredible work and improve the learning / studying areas. The renovations included repainting of the walls, new displays areas and carpeting throughout the library. The pictures below depict the vast improvements to the library space.



Before



After

Indigenous Cultural Awareness and the Library

The Library has undertaken several initiatives over the past year to highlight Indigenous authors, artists and culture. In collaboration with the Indigenous Education department, the Library hosted the *Comic Book Collective*, a series of comic book making workshops taught by Tahltan First Nation artist Cole Pauls. The workshops were held in the Library in the hope that Indigenous students would begin to utilize its space and services and feel welcome in using the Library.

In April, Tami Pierce, Director of Indigenous Education & Community Engagement, and Jayne Simpson, former Manager of Indigenous Education Outreach, conducted a workshop for Library & Learning Centre employees. The workshop provided an overview of Indigenous education and learning culture. It contributed significantly to our understanding of the strengths and the needs of our Indigenous students, and deepened our staff's appreciation of the Indigenous perspective.



Printed by permission, © Cole Pauls



In celebration of National Aboriginal Day, the College organized a day of workshops and invited Drew Hayden Taylor to deliver the keynote address. In concert with these celebrations, the Library showcased his works along with the writings of several Indigenous female authors. Working closely with Indigenous Education Advisor, Toni Gladstone, the library installed a beautiful display of print materials, Indigenous art and photographs.

Finally, the Library reached out to Indigenous students when Virginia delivered a lunch & learn workshop in the Aboriginal Gathering Space. Students learned about our resources, including our Indigenous collection and the multitude of services we provide.



Indigenous Cultural Awareness and the Learning Centre

In the last year, Learning Centre staff have attended VCC's Aboriginal Day celebration, added Indigenous materials to the LC book collection, attended the "Indigenous Education at VCC" presentation for the Library and Learning Centre, and participated in planning for the BScN Indigenous cohort. However, we still felt we needed to do more as a department.

After several meetings in the summer between Emily Simpson, LC Coordinator, and Tami Pierce, Director of Indigenous Education and Community Engagement, a series of four educational workshops was proposed. The goal was to increase the LC team's awareness and knowledge of Indigenous history and culture.

The first workshop in October was a survey of current knowledge. A questionnaire based on *First Peoples: A Guide for Newcomers* was designed in consultation with Tami and used for a team activity. It was a great opportunity to learn from each other and more importantly, to learn just how much we didn't know. Two weeks later, Jayne Simpson and Colin Sanderson (IECE) led a workshop that delved deeper into key historical events and shared some of their experiences and insights from supporting VCC students.

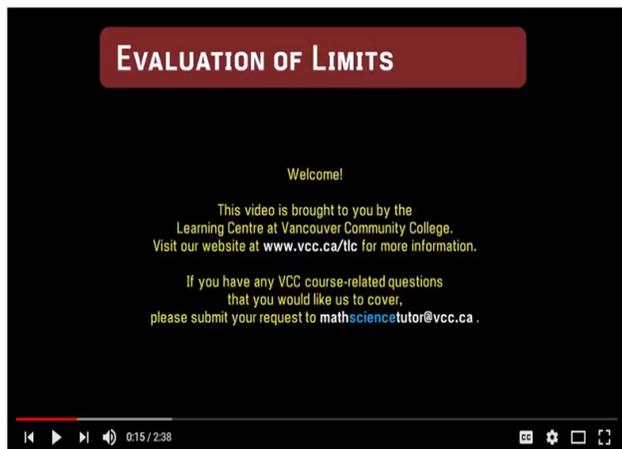
In November, we reviewed the Indigenous Education Protocol for Colleges and Universities and discussed where our work already supported the seven principles and what we could aspire to do in the future. From those discussions, we have taken small steps forward like sharing our hiring postings with IECE to distribute to their networks, hosting a lunch hour time management workshop for Indigenous students, and displaying materials on Indigenous history and learning principles in both our centres. In January 2018, Natalie Wood-Wiens, Manager of IECE, led the fourth workshop which focused on Indigenous beliefs and practices around teaching and learning, along with practical applications in supporting VCC students. We have planned a team Kairos blanket exercise for May 2018.

We are excited to continue building our relationship with IECE staff and Indigenous students and acting in collaboration to support the Indigenous Education Protocol at VCC. We are deeply grateful for all the incredible support we've received from the Indigenous Education and Community Engagement department.



Learning Centre: Screencasting to the Limit!

Last year, the Learning Centre began a pilot project on screencasting as an innovative way to support students. Screencasting produces a narrated video of what's happening on the computer screen. The technique was originally used to demonstrate computer tasks, but is now commonly used in education as a way to deliver courses or resources online, demonstrate concepts using a whiteboard application or animated drawing, increase access to materials, and explain step-by-step processes.



Screencasts allow students to work at their own pace, self-assess, and review and repeat as often as needed. They also increase access to support for distance learners and for those learners unable to visit during Learning Centre hours.

We decided to experiment with screencasting by selecting a course with high tutoring demand, Calculus I (Math 1100). Over 20 videos of step-by-step problem solving were produced by Darren Rigby (Math/Science tutor) during August 2017. The videos were designed to be 2-5 minutes in length with complete closed captioning. Where appropriate, the screencasts refer students to the Learning Centre website and a complementary worksheet.

Over the next year, we plan to assess the frequency of video views and determine if this is a project worth expanding to other areas of our learning support. Our screencasts are available on the Learning Centre YouTube account, [vcclearningcentre](https://www.youtube.com/vcclearningcentre).

Library Explores Information Literacy Scaffolding

Roughly 30% of VCC's students attended nearly 300 instructional sessions led by librarians in 2017. While this number is in line with past years, one difference is a move to "scaffold" research classes by offering multiple sessions with increasing complexity and sophistication. In the world of library instruction, the tendency is to cram too much information (*about* information, ironically) in "one-shots," usually owing to the scarcity of time within various curricula.

In recognition that "too much, all at once" doesn't always serve research needs well, librarian Mari Paz Vera has initiated a 3-step approach to Information Literacy with some *Hospitality Management* classes. The first session includes an introduction to the VCC Library catalogue and how to mine our research databases. A second class has students examining issues around academic integrity, diving into Google Scholar and evaluating sources. Lastly, the use of reference management software to organize sources and create bibliographic citations is covered.

In Practical Nursing, Ella-Fay Zalezsak has been doing an introductory research class, followed by a focused class on plagiarism and APA citation style, and a final class emphasizing website evaluation and advanced research techniques applied to a student research project. These ladder sessions help students to complete challenging assignments such as annotated bibliographies, literature reviews, and journal critiques.

We hope this approach whereby a research skills framework is built up will be a model for an Information Literacy credit course planned for the *School of Instructor Education* in the coming months. Stay tuned!



Archives Project

This year, the Library has undertaken an archival project that had us sift through the various boxes of archived materials in department and library storage spaces. By classifying and cataloguing these materials in a systematic fashion, an organized inventory of our archival materials was established. As part of the inventory process, we scanned over 500 photographs from the archives.

Our next goal is to create a searchable database that will allow user-friendly browsing of the contents.



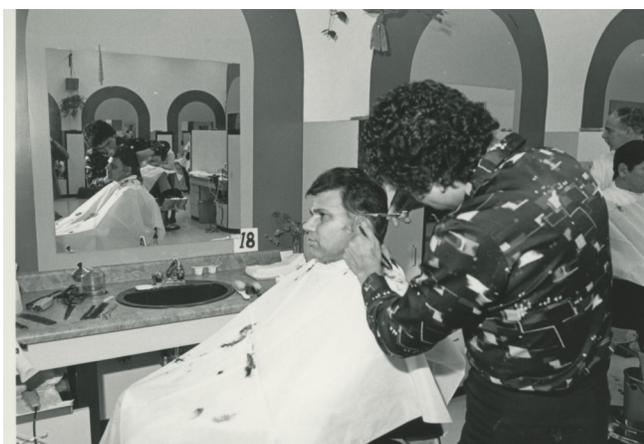
Photo by VISCAL EDUCATION DEPARTMENT VANCOUVER SCHOOL BOARD



PHOTO BY © Audio-Visual Education Vancouver School Board

Library Participation in the President's Research Symposium

On October 4, 2017, the College held its first President's Research Symposium. The theme of the symposium was *applied research to support student success*, and faculty from across the College presented on their research. Virginia Adams, Coordinator of Copyright and Scholarly Communications, gave a presentation on the Library's role in supporting faculty research. Virginia's focus was the value-added services librarians provide, including literature reviews, resource selection and documentation, and copyright expertise. The symposium was well attended and the College plans to hold additional applied research events in the future.



Broadway Campus Library Tours

With the start of the Fall semester, Broadway Campus Library piloted walking tours for students wanting to learn more about the library and its resources. Tours were promoted primarily through posters and on myVCC. They were held during the last week of August and the first two weeks of September. A number of EAL and Health Science students participated and a lot of insights were gained on how to run them in 2018. Look for the announcement of our next round of library tours in early August 2018!

Top 5 Library Databases

1.	Academic Search Complete
2.	CINAHL Complete
3.	Medline With Full Text
4.	JSTOR
5.	WGSN

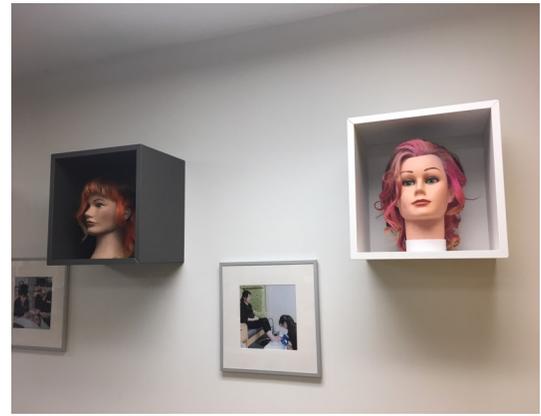
ProQuest Research Companion

To support students with the writing of academic essays and papers, the Library introduced the **Research Companion** database by ProQuest. This database provides students with self-paced instruction modules on how to do research and apply APA or MLA style to their papers.

Design Collaborations in the Library

The Downtown Campus Library continued to expand its display collaborations with the departments of Hair Design, Skin and Body Therapy, Jewelry Design, and Fashion Arts.

Hair Design/Skin and Body Therapy: We worked very closely with Louise Dannhauer, Assistant Department Head, and Yota Salatelis-Ball, Instructional Assistant, to put together amazing displays exhibiting the inspiring work by students in this program.



Jewelry Design: Displays showcased designers' concepts and jewelry creations. Karin Jones, Department Head and Liz Abbot, Program Assistant rotated the displays throughout the year to present student works.

Fashion Arts: The Fashion mannequins are dressed up every season by Sarah Murray, Program Coordinator. These fashion displays are a big hit in the library.



Our next displays will feature typography designs by Digital Graphic Design students. Look for these displays in 2018!

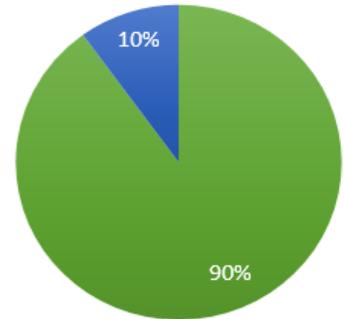
VCC Learning Centre Measures Up

Emily Simpson, LC Coordinator, presented at the Learning Specialists Association of Canada Pacific Regional Conference in December. The conference theme was “Measuring and Messaging Impact” of learning services and specialists on student success. Emily shared an outline of the LC’s 2-year assessment project, including initial demographics on student use from the 2016/2017 academic year. Thanks to the Institutional Research Office for their support in collecting and analyzing this data.

In seeking to use data in meaningful ways, other institutions shared about the impact of tailored infographics on engaging departments or cohorts and shifting from a pure numbers approach to a storytelling approach. The Learning Centre has increasingly been working toward providing tailored information to inform our support and build departmental relationships. For example, identifying how international student use is changing at each campus, how particular programs use our job readiness services, and which cohorts of students prefer online writing support versus in-person writing tutoring.

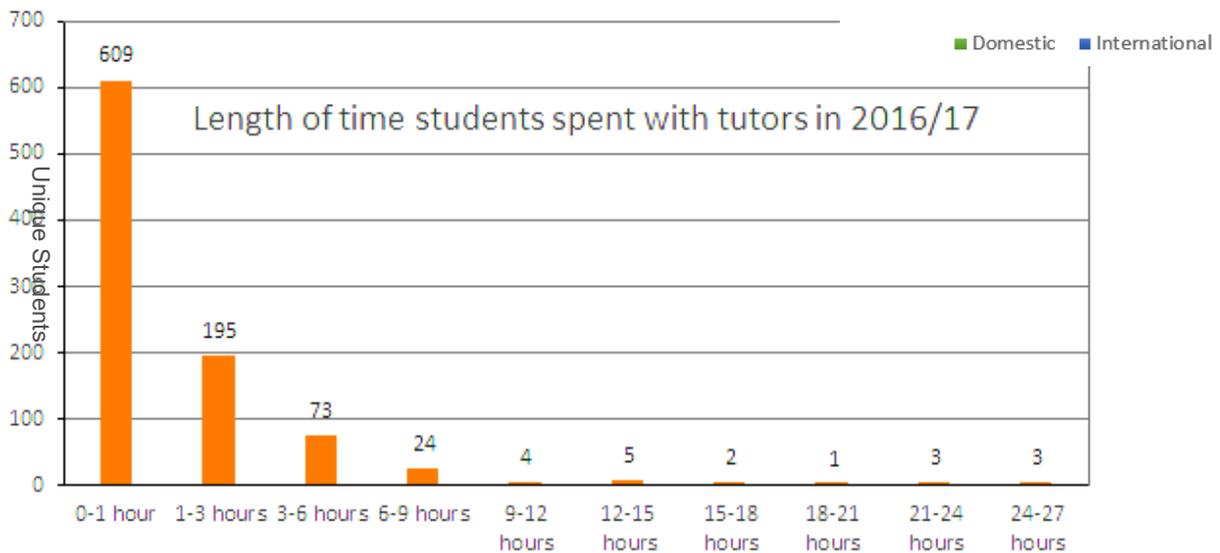
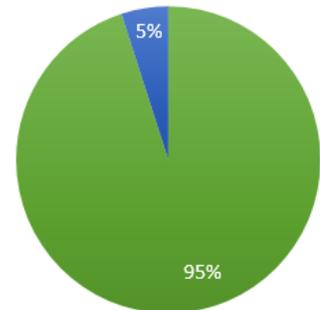
Storytelling through videos, testimonials and photos seeks to capture the transformative impact of learning support in a way that simple number tallies cannot. This aligns closely with our Student Success series and testimonials that have been featured for the past three years in our annual report. These stories and others are why we love our work!

2016/2017 User Demographics LC Users (N=1458)



■ Domestic ■ International

All VCC Students



Our impact stretches across oceans....

“I am a teacher at a Brisbane high school in Australia. I was wondering if you would give us permission to use [your Microscope calculation worksheet] in our Biology course work as it is an excellent worksheet that works through calculations of magnification and field of view.”



From Index Cards to Discovery Layers: EBSCO Discovery Service is Here!

Remember library card catalogues? Say whaaaaat?! For those who have youth on their side, imagine an information search involving opening small drawers to thumb through index cards with alphabetized titles (one drawer), authors (another drawer) or works about particular subjects (a third drawer). Fast forward to Google and you have an inkling of the quantum leaps that have occurred in the info world.

While VCC Library ditched our paper cards decades ago, the move to federated (i.e., all-inclusive) online searching of the myriad physical and digital items we have access to has been a relatively recent development. In July, we rolled out a new and improved web-based “discovery layer” for our diverse wealth of materials. *EBSCO Discovery Service* (EDS) provides a “Google-like” full-featured user experience enabling one-stop shopping of research guides, article databases, print and eBooks, CDs and DVDs, as well as streaming music and video. Typing a keyword such as “culinary,” for example, into our home page search box brings up over 100,000 results starting with links to our recommended resource guides and a “research starter” encyclopedia article about culinary art.

The greatest strength of EDS lies in the powerful, easy-to-use filters located on the left of the results screen. To search only physical items in the library collection, apply the filter “Books, CDs & DVDs”. This narrows the results for “culinary” to fewer than 300 books and discs. On the other hand, choosing the “Videos” filter quadruples the number of watchable items (from 80+ DVDs) by including high-quality, instantly viewable, online clips in the results.

Our ongoing goal in the Library is to support inquiry by putting powerful online tools and resources in the hands of our users. EDS goes a long way toward achieving that commitment and empowering the VCC community in its research endeavours.

The screenshot displays the VCC Library Search interface. At the top left is the VCC logo. The search bar contains the keyword 'culinary' and a search button. Below the search bar are links for 'Basic Search', 'Advanced Search', and 'Search History'. The main content area is titled 'Search Results: 1 - 20 of 357'. On the left side, there is a 'Refine Results' panel with sections for 'Current Search', 'Find all my search terms' (showing 'culinary'), 'Limiters' (with 'VCC Only' and 'Resource Type' selected), 'Limit To' (with 'VCC Only' checked and 'Books, CDs & DVDs' and 'Full Text' unchecked), and 'Resource Type' (with 'Videos (357)' selected). The main results area shows 'Recommended Research Guides' and three search results, each with a video recording icon, title, description, subjects, and location information.

@VCCLib Tweets



VCC Library
@VCCLib

Check out the beautiful #Canada150 posters coloured by our students. They'll be featured in our July window display.
[ow.ly/SJWu30cUFF6](https://www.ly/SJWu30cUFF6)
1:04 PM - Jun 27, 2017



VCC Library
@VCCLib

Come and enjoy this beautiful sitting area at Broadway Library Level 3. We simply did it by moving furniture and plants to create two distinct sitting areas. Want more design tips? [libguides.vcc.ca/interiordesign](https://www.libguides.vcc.ca/interiordesign) #libraryspace #library #interiordesign
8:00 AM - Dec 1, 2017



VCC Library
@VCCLib

It's cold, but our #snowman is cozy and warm inside the window display at Broadway, dreaming about what he'll do during the winter break: crafting, baking, snowboarding, listening to music, reading a good book. #bookdisplay #librarydisplay
8:00 AM - Dec 14, 2017



VCC Library
@VCCLib

Come to check out our library display for the International Day Against Homophobia, Transphobia and Biphobia
8:55 AM - May 17, 2017

Learning Centre Workshops

The Learning Centre offered three English as Additional Language workshop series during each of the winter, spring and fall terms at Broadway campus: pronunciation, grammar, and conversation. These workshop series run 6 weeks and are very popular with students. Our conversation workshops feature a weekly theme like Canadian food, health, and small talk. Our grammar workshops include lessons on subject-verb agreement, articles, clauses, pronouns and tenses. We also piloted a weekly pronunciation workshop on Friday afternoons at the Downtown campus that has become increasingly well-attended.

In other subject areas, tutors led pharmacology, business math, statistics and chemistry workshops in 2017. Our workshop schedule is online; we welcome feedback on other workshops of interest!

In 2017, the Coordinator provided 66 workshops on study skills and resume/cover letter writing to various programs across the College reaching 1,124 students.

APA and Zotero Library Workshops

APA citation help has been one of the most requested library services. Each term, VCC Library offers a number of workshops designed to help students familiarize themselves with research practices and APA citation formatting. Our workshops discuss the citation standard, how to cite research using proper APA formatting and include a short exercise on APA citation. The rules and consequences around plagiarism in the post-secondary environment are also covered. At the Downtown Campus, we offer about five workshops per semester and about two per semester at our Broadway campus, reaching an average of 70 students per term.

In support of research, the library decided to offer Zotero workshops in 2017. The library provides instruction on how to utilize the Zotero reference management software as a means of managing citations and bibliographies. Student responses have been positive. They love how easily Zotero organizes their citations, creates bibliographies and enables the sharing of resources between the group members. Even though APA and Zotero workshops are designed to be drop-in and available to anyone who would like to attend, they can be requested by any department. The library looks forward to increasing our workshop offerings based on our students' and faculty's needs.

Library Reached out to

5,525

Students through **262**
tours & instruction classes





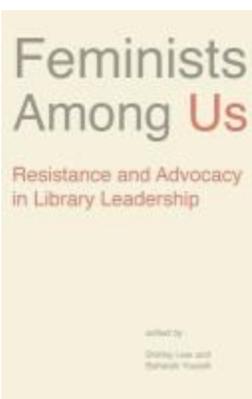
Congratulations to **Jennifer Troop** and **Sharon Lau** who won the Library contest held during VCC Welcome Days. In the Big Jar, there were 786 beans and Jennifer guessed 789. In the Small Jar, Sharon guessed 380 beans and there were actually 381. What great guesses!

Thanks to everyone who stopped by the Library and Learning Centre tables during VCC Welcome Days and joined in the fun.

Holiday Shutdown Photo Winner

Under the enthusiastic leadership of Emma Somers, Public Services Supervisor, the Library and Learning Centre participated in the Winter Holiday Shutdown campaign. Team members diligently shut off as many electrical devices as possible and a composite collage was put together and submitted.

This is the winning photo.



New Feminist Book in the Library

Shirley Lew and Baharak Yousefi from Simon Fraser University Library co-edited ***Feminists Among Us: Resistance and Advocacy in Library Leadership***, published by Library Juice Press in 2017. It is a series of essays by feminist Library and Information Studies professionals and researchers engaging in the explicit ways feminist theory and practice impacts the work of library leaders and administrators.

Staff Focus

Emma Somers

Supervisor, Public Services

In November of 2017, Emma Somers joined us on a temporary contract as our Public Services Supervisor. Prior to joining the VCC Library, Emma worked at the Emily Carr University Library and holds a B.A. from UBC in Art History.

Emma has been sincerely impressed by the range of programs VCC offers and the diverse communities VCC serves. She sees the College's commitment to access and excellence in student service as profound, and is extremely grateful for the Library staff's deep commitment to the values of the College.

In her time at VCC, Emma hopes to expand opportunities for her staff to connect with other departments outside the library. She is working with her staff to improve communication and job satisfaction through fostering an atmosphere of mutual trust where input is valued and accomplishments and initiative are recognized. Emma believes that when staff feel deeply engaged in their work, it really shows, and they make the Library an even more welcoming place to learn, interact, and work.

Hawmid Azizi

Life Sciences Tutor Farewell

Since March 2015, I have been fortunate to work at the Learning Centre. My year and a half at VCC has been full of unforgettable experiences, from the countless people I have encountered to the immense personal growth I have achieved. What I enjoyed most about my work was the one-to-one interactions with students and having a notable impact on helping students succeed on a regular basis. During this time, I have also had the privilege of working with a group of incredible colleagues who have been extremely supportive from the get-go. The Learning Centre is truly a place where the knowledge, dedication and teamwork amongst the tutors enables students to grow as strong independent learners. Although I am sad to announce that I will be moving on from this position, I am excited and looking forward to starting a 4-year Doctor of Medicine degree at the University of British Columbia. The Learning Centre will always hold a special place in my heart.

Rachel Gysbers

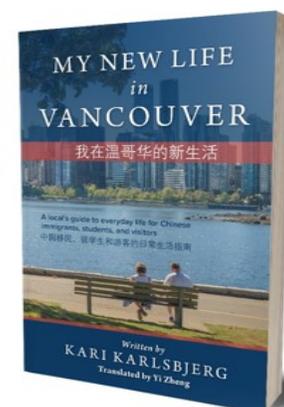
Life Sciences Tutor, Learning Centre

Rachel Gysbers joined the Learning Centre team in August 2017 as the Broadway Life Sciences tutor. She obtained her BSc and MSc degrees from McMaster University, both focused on biochemistry, health sciences and astrobiology. She has previously enjoyed working with students as a teaching assistant and continues to volunteer in science communication. Thrilled to be a new addition to the Learning Centre team, Rachel is excited to share her love of learning and her enthusiasm for the life sciences. Her favourite hobbies are running and reading books.

Kari Karlsbjerg

English Tutor / Book Author

Kari Karlsbjerg published her first book in 2017, **My New Life in Vancouver** for newcomers from China. From her ten years of tutoring in the Learning Centre, she has gained insight into students' need for practical details about local everyday customs, culture and language. The book is formatted as short daily readings covering an entire year in the life of Vancouverites. It shares useful information and resources for building a happy and successful life in Vancouver. It also covers the unwritten rules of culture which can be a big source of misunderstanding and confusion for newcomers. All the entries in the book are presented in both English and Chinese, translated by Yi Zheng, himself an immigrant to Vancouver from China and a former VCC LINC student. Kari's book will be sold on Indigo, Chapters, and Barnes and Noble. It's also available in the VCC Bookstore. Next year, a version will be for sale in China. Copies are available in the VCC Library and Learning Centre.



December 2017