

LIBRARY AND LEARNING CENTRE



Annual Report ending December 31, 2016

Distributed April 2017



Shirley Lew, Dean, Library, Teaching & Learning Services

Dean's Message

It is my pleasure to present the 2016 Library and Learning Centre Annual Report to the VCC community. We had a another very successful year, growing in use and services online and in-person at our two locations in support of student learning and success.

This year began with a significant change, as our departments were part of a reorganization of academic units led by Dr. Kathryn McNaughton, VP Academic, Students and Research. As of April 2016, the Library and Learning Centre joined with the Centre of Instructional Development (CID) and the School of Instructor Education (SIE) to form the new Division of Library, Teaching & Learning Services. This new structure opens up exciting opportunities to work together in new ways

and for the Division to become the driver of teaching and learning support and innovation at the college.

This year we also saw spikes in the use of tutoring and WriteAway, research databases, and in the number of tours, classes, and workshops offered by the Library and Learning Centre. Our online resources continue to grow in depth and scope with e-journals, e-books, and streaming video. Laptops became our most heavily used digital lending library item as well as the extremely popular badminton sets which were added to our collection of basketballs at the Broadway campus. Health and wellness is an important aspect of student life and we'll continue to look for ways to grow our support of learning in these holistic ways.

This year the Library also launched a completely revamped website, the first departmental website on the college's content management system. We developed new systems and governance to manage increasingly complex copyright and records management for the college. Using a Learning Commons collaborative approach, we have partnered with other college departments to deliver services and to showcase student projects in our space Downtown.

We were fortunate to welcome the following new employees to our team this year: Janssen Aquilino (Business Math Tutor), Hawmid Azizi (Life Sciences Tutor), Francesco Barillaro (Coordinator, Learning Centre), Alberto Basurto Gomez (Library Systems Technician), Annelle Harmer (Library Technician), and Alexandra Schmidt (English Tutor). Our value is in our people, as these new team members have demonstrated again and again.

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

A handwritten signature of Shirley Lew in black ink.

New in 2016

International Newspapers
Early Childhood Literature
and Children's books

Available for borrowing:

Phone Chargers
Laptops
iPads
Wireless keyboards

Copyright @ VCC

Over the past couple of years, the Library has been looking at ways to improve methods for processing copyright permissions requests. After much consultation and consideration, it was determined that our own in-house database would offer the most flexible solution. James Fournie, Coordinator, Systems & Technical Services and computer programmer extraordinaire, and Virginia Adams, Coordinator, Copyright & Scholarly Communications, collaborated on creating an interface that will allow faculty to submit copyright clearance requests using an online form located on the Copyright webpage, libguides.vcc.ca/copyright. The database, which is in the beta testing phase, will help to streamline procedures and result in a more efficient processing of requests. Implementation of the new procedures will take place in the summer of 2017.

Autumn 2017 will see the much anticipated Parliamentary Review of the Copyright Modernization Act, 2012. The review was slated to take place five years after the act came into effect. Of particular concern with this review is the fair dealing provision afforded to educational institutions in the 2012 revision. Post-secondary institutions across the country are keeping a watchful eye on developments, and are participating in discussions to help ensure this provision remains in the act.

Copyright education continues to be the focus of Virginia's work and several workshops have been offered to the College at large, instructional departments and students. In addition to workshops, Virginia regularly meets with instructors to provide copyright guidance around course materials. She may be contacted at vadams@vcc.ca.



Children's Literature Collection



In July, the Downtown Library launched a new collection of children's literature. This collection was requested by the Early Childhood Care and Education Department for their students as they learn about how to support early literacy. This collection has been developed specifically to showcase the variety of materials available and suitable for story time programs in childcare settings.

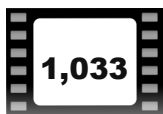
The Children's Literature collection includes samples of board books for infants, tactile books, children's poetry, indigenous stories, multicultural stories, bilingual books, and a small selection of children's CD's. We are striving for a balance between contemporary, popular and award winning picture books and those books that are classic stories for reading aloud to children under the age of five.

The collection has been well utilized by ECCE faculty and students thus far, and has been commented on and appreciated by other VCC students and staff with children. When the library is open on Saturdays, we often notice children occupied with reading these books while waiting for their parents to use the library. It is wonderful to see these books being read!

Most Played Streaming Resources



Films on Demand



Kanopy movies

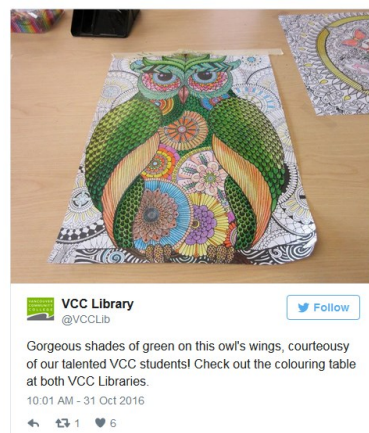


Naxos music tracks



CURIO.CA

Favourite tweets



Information Literacy Course(s) Poised for Launch

2016 saw a growing need for enhanced and extended Library instruction in the area of Information Literacy that continues to expand unabated in the New Year. Much of the urgency has been fueled by ongoing heated public discourse in the scientific and political realms, where it has been increasingly difficult to tell truth from falsehood amongst competing media sources.

VCC Librarians have directed considerable effort at fine-tuning a proposed Information Literacy credit course that is focused on source evaluation. There are plans to implement this course, soon, in the Pre-Health Sciences program. The course length has been adjusted to a target of 15 hours of instruction. This is in contrast to the current situation, where students may receive 1.5 hours of Information Literacy training or less. Clearly, in a world where determination of the veracity and reliability of various information sources is critical, VCC students will benefit from this Library initiative.

From a day long retreat held at VanDusen Gardens dedicated to improving instructional practices to attending conferences focused on attended by instruction, VCC Librarians are committed to excellence in information literacy instruction.

Developments in Records Management

As the new Records Management Coordinator, Mari Paz Vera has:

- met with academic and administrative departments to determine what were the most urgent priorities for VCC's records management program and to provide instruction to those who wanted to implement records retention practices
- updated the Records Management Policy
- created a records management section on MyVCC
- revised and updated the records retention schedule

Stay tuned for future workshops and announcements in 2017!

What Students and Staff are saying about Library Services

... the library staff are so very helpful and patient with a student who cant use a computer to save his life. you guys are amazing and thank you for helping me pass my studies!

William Hayes, Student

" ... wanted to thank you again for your classes, as it has been my experience (over 20 years), that this type of instruction in first year in research skills and databases etc. provides essential scholarly research literacy, and it can make a huge difference in student's knowledge accumulation and also in their grades. These workshops are essential for student success here at VCC!"

Darcie Olijnek, Faculty



WriteAway — Online Writing Support for VCC Students

WriteAway is a free online writing tutoring service available for VCC students. It further strengthens the academic support services available to VCC students as WriteAway offers them the chance to receive online writing assistance from qualified tutors. 15 post-secondary institutions across BC currently participate in WriteAway. VCC students can receive feedback and strategies to help develop their academic writing skills from tutors at any of the participating institutions. Students from the other participating institutions have the opportunity to receive top-quality writing assistance from VCC's professional English tutors. Students may submit their papers 24 hours a day, 7 days a week.

2016 was a successful year for our WriteAway service. During the Winter and Fall terms, VCC students submitted a total of 168 papers. Submissions from VCC students continue to increase, and the feedback has been positive. Here's what some of our students had to say about WriteAway:

"The tutor's feedback was extremely helpful! The resources on how to improve each section were well laid out and the personalized feedback helped me restructure my essay to be more cogent. I am very grateful!"

English 1100 student

"The tutor is like an actual teacher who gives constructive comments. I could sense she was so concerned about my weaknesses and wanted me to learn and improve."

Psychology 1100 student

"Thanks for your help. Your explanation helped me understand the topic and focus on keys points."

Nursing student

"Really helpful! The tutor gave me lots of constructive suggestions for the paper. With his clear guidance, I was able to write my paper with stronger ideas and correct grammar."

Hospitality student

28,640

Tutoring Sessions

Most popular tutoring topics

Broadway

1. Speaking
2. Algebra and Number Theory
3. Writing Composition Skills
4. Grammar

Downtown

1. Economics
2. Writing Composition Skills
3. Writing Sentence Skills
4. Financial Accounting
5. Resume Writing

VCC tutors
responded to
89
papers

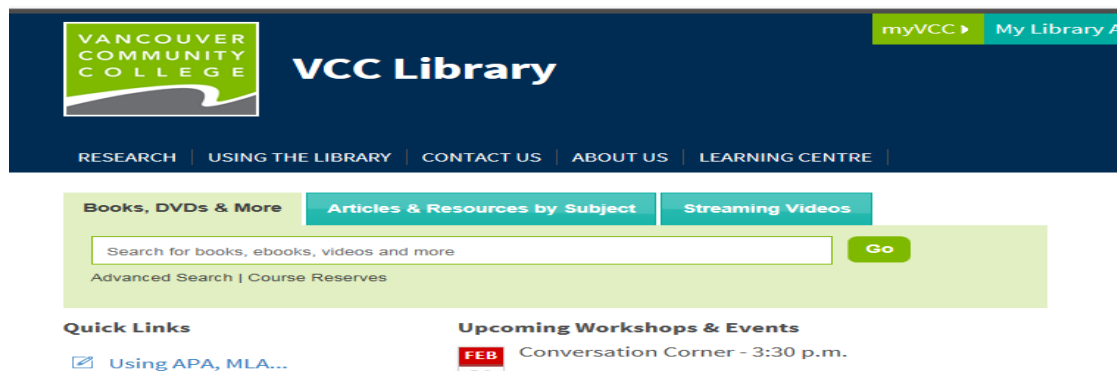


168
papers

submitted by
VCC students

Library Website has a New Look

The Library launched a new website in June 2016. The site's fresh look and feel improves navigation. With a more mobile-friendly design, it provides library users with quick access to library guides, scholarly information and research expertise. Changes to the design and structure of the new website were made in response to the needs and feedback from our faculty, students, and staff.



The new website:

- provides streamlined access to search for articles & resources by subject and streaming videos
- reorganizes information into categories developed directly from user input
- makes it easier to find information about events, workshops, library hours and locations
- presents Library news in a more engaging way



Welcome Days Library Contest

The winner of the **Guess the Number of Jelly Beans in the Jar** contest held during VCC Welcome days was Jade Keong. From the 106 submissions, Jade guessed the number to be 1062 jelly beans and the actual number was 1061!



Top 5 Library Databases

1. Encyclopedia Britannica
2. All Data Repair
3. Academic Search Complete
4. CINAHL
5. WGSN

Integrating Learning Centre Information into Library Subject Guides

In line with the Learning Commons initiatives, the Library and the Learning Centre have started to integrate their resources into subject guides to offer students access to customized information for their courses. In the near future, students will be able to go to a single online source to access both the Library and Learning Centre information on their programs/courses. A student taking a chemistry class, for example, can easily discover the tools available for the study and research in that discipline via a resource guide. Already several subject guides have been revised and updated to integrate worksheets, books & eBooks, articles, journals & databases, streaming videos and websites into one guide.

Learning Centre Workshops

The Learning Centre coordinator holds in-class workshops on resume and cover letter writing as well as study skills. Our study skills workshops include Time Management, Effective Note-taking, Improving Learning and Memory, Reading Course Material and Text-books Effectively, and Test-preparation/Test-taking Skills. All workshops are hands-on and student-centred. In 2016 the coordinator delivered a total of 61 workshops reaching 1,186 VCC students.

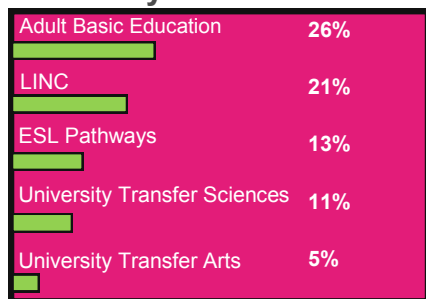
The Math/Science tutors offer midterm and endterm review sessions in a select number of courses at the University Transfer level. Currently, we are doing them for MATH 1111, the Introduction to Statistics course, since that course is frequently taken by students bound for the Nursing programs, making it a critical one for a lot of our students, and for the Chemistry courses, CHEM 1121 and 1223, because of the recent radical changes in curriculum that have trickled down to us from UBC. Students bring their own questions and concerns for the tutor to cover in a group setting.

The Life Sciences Tutor holds a variety of workshops throughout the year to help students succeed in various courses and programs at VCC. The most requested workshops are the Nursing Dosage Calculation workshops, which cover basic conversions, dosage calculations, flow rates and drip rates. Anatomy and Physiology workshops are also held on a regular basis and cover course content in preparation for midterms and final exams. These workshops allow students to address their areas of concern within an engaging setting, while additional practice questions are provided to enable critical thinking. Finally, the Life Sciences Tutor occasionally holds workshops on Study Skills and Test Taking Strategies. These workshops focus on empowering students to become stronger independent learners and helping them find effective studying and test taking strategies.

The English/EAL tutors offer four workshops. Our *Conversation* workshop offers students maximum chances to speak and provides feedback on things like vocabulary, pronunciation and grammar. In *Grammar*, workshops move from single items, such as articles and pronouns, to different types of complete sentences. Students also look at some common sentence errors such as run-ons, fragments, and dangling modifiers. In *Pronunciation*, the focus is on stress, vowel reduction and linking, both in words and in sentences. Students have the opportunity to practice these features of pronunciation in the workshop. *Presentations* is our newest workshop. It features useful tips for giving effective presentations.



Broadway

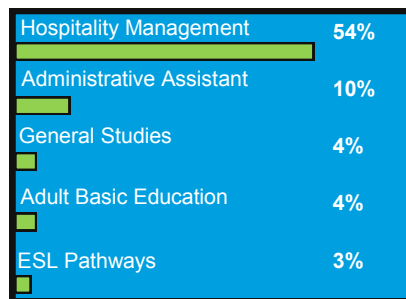


Top Five Programs

using The Learning Centre



Downtown



What Students and Staff are saying about the Learning Centre

"The tutors were very patient and professional. The Learning Centre can help you improve your English. They can concentrate on your weaknesses and help you focus and improve in a short time."

Sherry Lin, Student

"I just wanted to tell you how much help that your team at the Learning Centre has been to us in the Continuing Care Department... The students reported to me that tutoring was flexible to their individual schedules... and the tutors respectful and helpful."

Judy Christie, Faculty

By the Numbers

Subscriptions to over
45 databases

providing access to journal
and magazine articles,
eBooks, newspapers,
streaming videos and music.

381,912

Searches and Full text views

11,193

Streamed resources

The Library and Learning Centre:



answered **23,934**
questions



70,534
computer logins

We reached out to
11,002
students through
550
tours, classes and
workshops.



VCC Day

This past VCC Day, I was asked to be the library's representative and participate on stage in the morning program at the Queen Elizabeth Theatre. Our host for event, Kahlil Ashanti, had asked me if it was true that our most popular item to circulate was a basketball. It is true that our most popular items, at our Broadway Campus, are the basketballs. On sunny days, students like to take the basketballs to the courtyard outside the library and shoot some hoops.

While the basketball made for a funny punchline that made everyone laugh that day, I wished I could have made that moment into an opportunity for me to tell everyone at the college about all the great things we do in the library. I was able to reiterate that libraries are still very relevant in the digital age, but I would like to have talked about some of our interesting collections, or about how we loan out lots of other things besides books. I would have talked about how great all the employees in the library are, and all the ways we help our students. Maybe we'll get a chance to share our library stories at the next VCC Day.

Erin Klis, Public Services



It was a surprise to be suggested to be on-stage for VCC Day this year — one of my colleagues (Kari shall remain nameless) was the original suggestion, but she passed on the honour to me — and the original format was going to be a variation on the “Two Truths and a Lie” game, but in the end it was fun to be a talk show guest along with Erin. The theme that our leadership talked about in the beginning was student stories, so I was pleased to be able to give an example of my own, the story of the student who'd been strongly discouraged from pursuing math until he discovered he needed to upgrade his math for a post-secondary program he wanted and came to us for assistance. These are the stories we hear every day. We change students' lives and set them on their course to bigger and better things. There are hundreds more stories I never got to hear.

Darren Rigby, Math/Science Tutor



The Student Success series profiles VCC students who are working hard to achieve their dreams and finding support in the Learning Centre.

Student Success Series



Hospitality Program Success Story: Robert Lin

Hospitality Management degree student Robert Lin will graduate from VCC next spring. Voted “most likely to succeed” by the class of 2015, Robert’s passion and enthusiasm for the industry is clearly evident to his peers, instructors and his employers. Tourism Industry Partners also recognized his talent by awarding him a scholarship in 2015. Robert

looked into hospitality programs all around the world. He chose VCC because of its international reputation and its four year degree program that will enable him to continue his education with a Master’s degree in the future. Now that he is at VCC, he has also come to appreciate the hospitality industry background and experience of the VCC instructors who bring a current and real-time practical element to the classes. He also credits the Business Math, Accounting and Economics Tutor in the downtown Learning Centre for deepening his understanding and confidence to competently handle business challenges presented in the classroom and in his future professional life. The English Tutor also helped him to refine his resume, cover letter and interview skills which enabled him to obtain a position at the prestigious Fairmont Hotel and work the 500 practical hours required for graduation. Another perk of studying at VCC was being able to study with students who come from all over the world. He feels that this exposure to a multicultural environment gives him an invaluable understanding and appreciation of diversity and cultures from all over the world.

Screencasting

The Learning Centre is exploring “screencasting”, the recording of material from a computer screen to demonstrate a process. We have been using PowerPoint presentations to expand upon the method of solution of various math and science problems, using them as background animations and adding voiceover commentary, closed captioning, and uploading the results to YouTube. The results are much better than the description! For those interested in seeing what we have done so far, check out our fledgling [YouTube](#) channel.

Learning Centre Research

In September 2016 the VCC Learning Centre, in collaboration with VCC Institutional Research, embarked on a 3-year long research project.

Through quantitative and qualitative analysis, the project aims to answer three questions:

- (1) Who uses the tutoring services at VCC?
- (2) What is the impact of using the tutoring services at the Learning Centre on student success?
- (3) How do students use the Learning Centre?

The results of the study will provide information on the effectiveness of our tutoring service on student success (and student retention) and allow us to identify courses and programs with particularly high support needs.

Graphic Novels

Collection Expanded

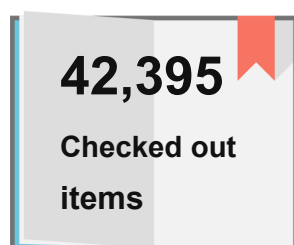
Graphic novels have become one of the most highly circulated collections in libraries today, and not just among public libraries, but in academic libraries as well. In response to the growth and popularity of this genre, the VCC Library has expanded its graphic novel holdings and will continue to develop this collection.

Graphic novels are listed in the [Library catalogue](#) and have a separate display area in the Broadway Library.

Titles added this year include: *Shenzhen : a travelogue from China*; *Cancer Made Me a Shallower Person: A Memoir in Comics*; and *Hot Dog Taste Test*



242,093 visitors



Library Collaborations

Fashion Design, Jewellery and Interior Design Departments



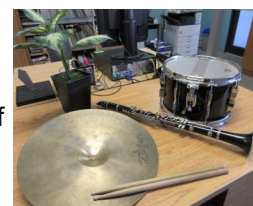
The opening reception October 12, 2016 marked a new era at the downtown library. It now has new permanent display of fashion and jewellery and a rotating gallery of design images. The Fashion, Design and Jewellery departments are highlighting student and alumni work on mannequins and in display cases in the library. There is a rotating gallery of six frames showcasing the jewellery students have made. Additions to the gallery are

being planned to display student work from other programs including hair design, aesthetics and makeup. Currently, the displays change every four to eight weeks. Initially, collaboration started as an Interior Design Department sample room in the library. Design students can access samples for their project work any time the library is open.

The "Design in the library" collaboration has already received positive feedback from the faculty, staff and students.

Contributions from the Music Department and the Indigenous Education and Community Engagement Department

In celebration of Jazz month, Ken Morrison of the VCC Music Department, lent several percussion and jazz instruments that enhanced the window display of library materials. Featured were compact discs available for borrowing as well as books about jazz.

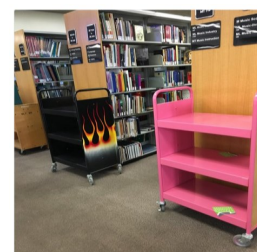


During Aboriginal History Month, the library worked with the Indigenous Education and Community Engagement Department to create a window display featuring the Medicine Wheel, drums made by VCC students and native herbs from the BWY campus herbal garden along with resources available at the library. Thanks go out to Tami Pierce, Colin Sanderson, Toni Gladstone and Kelly Ablard.

Book Trucks Aflame!

Many thanks go out to the students of the Automotive Collision and Refinishing Department for their clever designs that have revitalized our book trucks with vibrant colours!

Thanks also goes out to David Cross and Mario Trettenero!



Staff Focus

Francesco Barillaro

Coordinator, Learning Centre

Francesco joined the Learning Centre as coordinator in June. He has a BA in Communication from Simon Fraser University and an MA (Distinction) in TESOL (Teaching English to Speakers of Other Languages) from Sheffield Hallam University. Prior to joining the Learning Centre, Francesco worked as an ESL instructor in VCC's ESL department. He has also held instructor positions at UBC, SFU, and Capilano University.

Francesco has also worked in Brazil where he was coordinator of two large English programs. It was in Brazil that he rediscovered his love for soccer. He spent many nights at the historic Maracana stadium in Rio de Janeiro just taking in the beautiful game. When not at work, Francesco enjoys playing soccer, travelling, and spending quality time with his family.

Alexandra Schmidt

English Tutor

Alex has joined the Broadway Learning Centre team after working as an on-call English Tutor at both VCC Learning Centres for a year. She brings a wealth of expertise teaching international students and teaching internationally. A varied educational background, starting with Architecture at undergrad level to a more recent MBA, means that Alex knows a little about a lot of things.

When not at VCC, Alex spends time on a small business run with 2 partners who are in Toronto, producing stylish lab coats for science students. She borrows a lot of novels from the library to read on her e-reader, but for some reason prefers to read non-fiction in book form. Always an avid tourist, in recent years Alex has started travelling with her sister and destinations under consideration for the future are Italy, Bhutan or possibly New Zealand.

Alberto Basurto Gomez

Library Systems Technician

We are glad to announce that Alberto Basurto is our Library Systems Technician at VCC. Alberto has a Master in Business Administration from Ramon Llull University (Barcelona, Spain) and a Bachelor of Science in Systems Engineering from La Salle University (Mexico City). He has experience as a web developer and as IT technical support. Passionate about technology, he likes to improve processes, design applications and help people solve technical issues.

With his 10 years of experience in information technology, he enjoys facing new challenges and learning new skills to provide high-quality solutions.

Hawmid Azizi

Life Sciences Tutor

Hawmid Azizi joined the Broadway Learning Centre team in March 2016 as the new Life Sciences tutor. Hawmid obtained both his Bachelor of Science Degree in Biological Sciences and his Masters of Science degree in Biomedical Sciences from the University of Guelph. What makes Hawmid a great asset to our team is both his expertise in various subject matters and his enthusiasm for assisting students academically. Outside of work, Hawmid is also an active volunteer tutor for Pathways to Education, a program which aims to provide academic support for youth coming from unprivileged backgrounds.

Janssen Aquilino

Business Math Tutor

Janssen joined the Downtown Learning Center Team as the Business Math tutor in November 2016. He has completed both a Bachelor's Degree in Accounting from BCIT and a Bachelor's Degree in Management Engineering from Ateneo de Manila University. He brings a wealth of knowledge and expertise in a wide variety of business and accounting related subjects and is excited to be able to help students gain a deeper understanding of their courses. While not at VCC, he works as an accountant at a non-profit where he is completing the last of his requirements to obtain the CPA-CPA accounting designation.