

LIBRARY AND LEARNING CENTRE

annual report 2012/2013

March 2013

Together for Learning: VCC Learning Commons

As part of VCC's Education Plan, the Library & Learning Centre are developing a strategy for a Learning Commons. Our vision:

The Learning Commons is the heart of educational support at VCC. It is an open, flexible space, able to accommodate the diversity of our students and our instructional approaches: moveable furniture, adaptable rooms, tutors, research librarians, technologies, responsive collection, group and silent study space. Current services of the Library and Learning Centre remain, enhanced to fit changing needs and technologies but integrated with other learning supports to create a central hub for all students.

The Learning Commons is based in the values of VCC's Strategic and Education Plans: access, student success, innovation and collaboration. The fundamental underpinning of the Learning Commons is a philosophy of aggregated learning services, a one-stop for students and instructors. It is a model widely adopted in academic institutions and studies show positive correlations to student success and retention.

A Learning Commons incites collaboration; they are "alive with the voices of students working together, establishing the kinds of connections that promote active, engaged learning" (Educause, 2011). Its success is dependent on collaboration within the College's educational support services. We will work with IT, Counselling, Aboriginal Services and many more groups to develop this vision, so that our students will know there is only one place they need to go when they need help outside the classroom – the one-stop shop for student success.

Educause Learning Initiative. (2011, Apr 1). 7 things you should know about the modern learning commons. Educause. Retrieved from <http://www.educause.edu/library/resources/7-things-you-should-know-about-modern-learning-commons>



By the Numbers

Over **2,723**

Daily views of the Library's 123 Resources by Course guides

Student retention

5,108

Students taught in Learning Centre tours and workshops

Student support

31,519

Tutoring sessions by the Learning Centre

Student support

Our print collection was used over

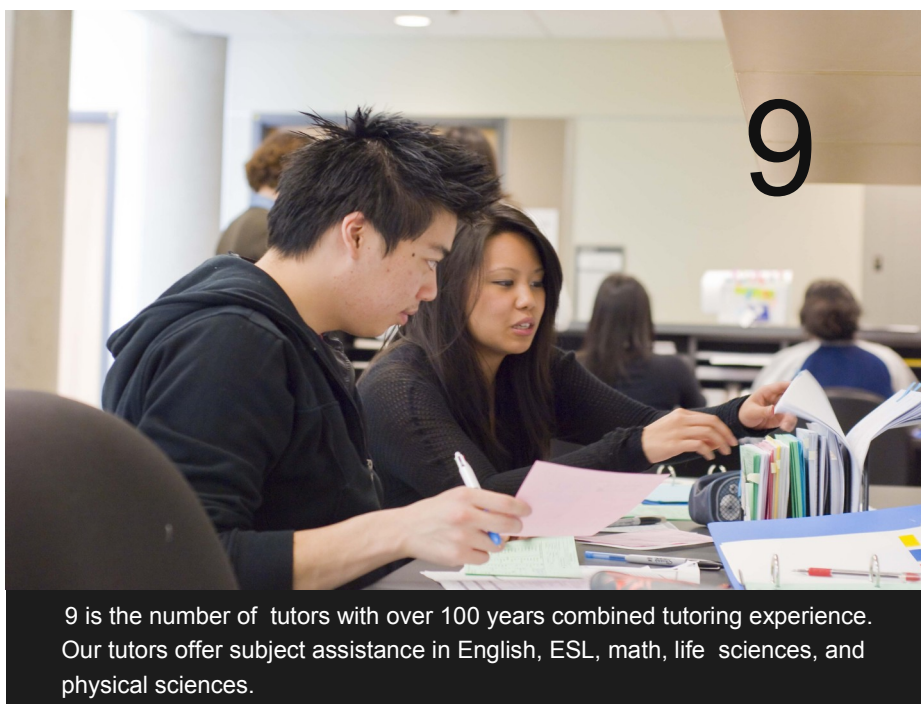
62,748 times

Collections

\$0.97

Average cost per use of e-journal articles. It would cost students about \$42 to buy an article on their own.

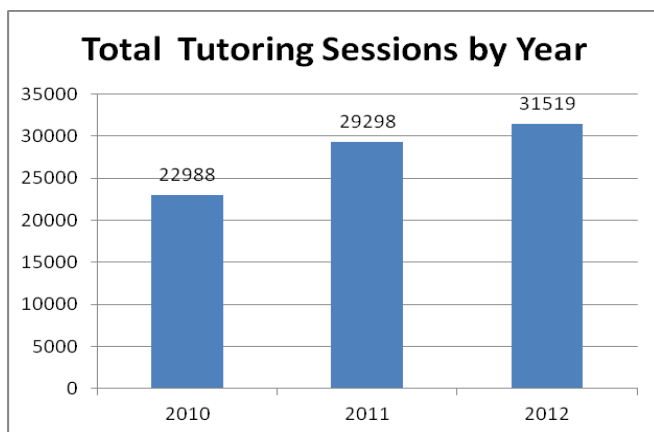
Student retention



Learning Centre at VCC

Once students discover VCC's Learning Centre, they keep coming back. Our professional tutors offer free individualized help and comprehensive, quality study resources. Tutors create worksheets and handouts that review and provide practice in VCC course-related subjects, and maintain an online library of links. Staff are committed to supporting students in becoming strong, independent learners in a positive, respectful environment. They assist students in developing the skills and strategies they need to achieve their learning objectives.

The LC team includes nine tutors with over 100 years combined tutoring experience and one coordinator. Our tutors offer subject assistance in English, ESL, life sciences, math and physical sciences. Our coordinator teaches study skills and resume writing workshops for a variety of programs. Each of the two locations is tailored to its unique campus' programs. In 2012, the Learning Centre provided a total of 31,519 tutoring sessions, an increase of 8% compared to 2011 (29,298 tutoring sessions). The following chart shows the trend of total tutoring sessions over the last 3 years.



The Learning Centre is proud to be entering its 39th year as a vital component of Vancouver Community College's student support and learning services.

By the Numbers

31

ESL workshops led by Learning Centre tutors

Student support

4,998

Students taught in Library tours and research classes

Outreach

108

In-class workshops taught by the LC Coordinator

Student outreach

Over 129,617

Full text article downloads from over 50 online databases

Collections

460

Learning Centre created worksheets for review and practice

Student resources

"You guys in the Learning Centre are great! You really do go the extra mile to help students. You want us to succeed. That's why I come to VCC. People care."

- Shumin

Investment Collection

Launched in fall 2012, the purpose of the Investment Collection at VCC Library is revenue generation to be put towards collections development or special projects.

The collection will be overseen by the investment collection librarians, who acquire books that we anticipate will gain in value relatively quickly. More specifically, the collection largely comprises first edition, first printing, signed hardcover fiction by Canadian authors.

The initial budget allocation was \$500, later increased to \$1000. Since September 2012, the investment collection librarians have purchased 8 items. Three of these items have already appreciated to our target sell value of 50% over the purchase price, and we will soon be posting these items for sale.

Copyright Office at VCC

The VCC Library has established a new Copyright Office to provide guidance, support and resources to the College community on all things related to copyright. The Copyright Office provides assistance with the following: clarification of copyright rules and guidelines; identification of electronic materials which may be distributed to students and/or posted to class reading lists; permissions from publishers; copyright and ISBN registration for VCC publications; and any other copyright queries. The office is located at the Downtown Campus Library, however, Copyright Librarian Virginia Adams (vadams@vcc.ca) travels between the two campuses as required.

Below is a brief summary of the state of copyright:

Currently the College is operating under the *Access Copyright Interim Post-Secondary Educational Institutions Tariff, 2011-2013*. This agreement maintains the copyright clearance and permissions arrangement with which employees have become familiar, and will run until the end of August 2013. The College is conducting a review of the Access Copyright license arrangement and will make a determination on continuing this relationship prior to September 1, 2013.

Last year was an active and significant one for copyright legislation, specifically in regards to the education sector. With the long anticipated passage of the *Copyright Modernization Act (2012)*, the *fair dealing* exemptions, which allow for the use of print and digital copyrighted materials for educational purposes, became much clearer. There are restrictions to the amount one can copy and distribute or post to an online course, however, these closely mirror those restrictions under which College employees have operated for many years with the Access Copyright license. Fair dealing guidelines may be found on the VCC Library Copyright webpage (http://library.vcc.ca/research/research_copyright.cfm). The webpage is updated regularly with helpful information and guides.

Contact information for the Copyright Librarian, Virginia Adams: vadams@vcc.ca - 604-871-7000 ext. 8349.



95 is the percentage of Library users satisfied with VCC's Library and its services according to the VCC 2010 exit survey. We work hard to earn it, almost as hard as we are working to please the last 5 percent.



241 is the number of customized classes taught by our VCC librarians. Our goal is to promote independent learning through information-seeking and critical-thinking skills.

iPads @ Your Library

We are very excited to announce that VCC Library will soon have seven iPads to lend to students and employees. These iPads were generously given to us by the College Foundation. Four will be available at Broadway and three at Downtown. This is a new venture for us so we decided to model some of our lending practices after existing practices from nearby institutions. Once the iPads have circulated for a time, we will evaluate and adjust to the needs of our students and employees.

The iPads can be borrowed from the Circulation Desk much like other audio-visual equipment. They can be booked ahead of time or first come first serve. We will have a comprehensive web page explaining what an iPad is and how it can be used. Our complete lending policies will also be on the Library website along with the list of available apps classified by topic. The iPads will come with standard apps such as Google Search and Calculator but specific apps for our users' needs such as EBSCOHost and ScienceDirect will also be added. Requests for apps can be made through the Information Desk.

We look forward to adding more iPads and other similar technology to our collection in the future.

Request for Proposal for Serials and Books Suppliers

The Library is actively aligning our procurement procedures to follow the standards of the College. Part of that process is preparing an RFP to identify suppliers for our serials and books. Although our collections are increasingly moving to electronic format, serials (journals, magazines, annual publications) and monographs in print format will remain a significant part of our collection for the foreseeable future. In the RFPs, our primary criteria for selecting vendors will be based on competitive discounts, ability to supply Canadian content, flexibility with shipping/invoicing, and innovative services such as Patron Driven Acquisition.

Budget and Committee Structures

Budget: We have spent some of the last year re-organizing our accounts. We have re-named, consolidated and reviewed practices around our budget in an attempt to make the budget easier to work with and more transparent for everyone.

Committee structures: We have expanded the Library and Learning Resources Management Group and started a process to create standing sub-committees. These sub-committees will focus on bringing forward issues and recommendations for such things as: space, statistics, student issues, capital requests, policies and procedures, budget etc. The ultimate goals are to create a more participatory decision making environment, improve communication and improve transparency.

Student Stories From Tutors

Katherine Cheung -

I was helping a student with biology concepts for a few weeks prior to her first biology test. After her test, she was very excited to tell me how well she did. She said that all she really needed was someone who wasn't intimidating to talk to and who would listen to her explain what she understood and correct her misconceptions.

Veronica Jorna -

A former VCC student came to visit after a few years. He told us that he liked to visit the VCC Library and Learning Centre even though he was no longer a student. He said it felt like home – a comfortable place to get studying done. He happily informed us that after becoming an RN and working as a nurse mentor at Vancouver General Hospital, he was now working on his masters for community health practitioner.

Darren Rigby -

I had a student who had taken a number of math and science upgrading courses at VCC. She began taking courses at another college that was closer to her home only to transfer back to VCC. She shared that the main reason she returned to VCC was because our Learning Centre provided unparalleled tutoring assistance; the other college charged students to access their tutoring services and only offered a limited number of tutoring sessions per week.

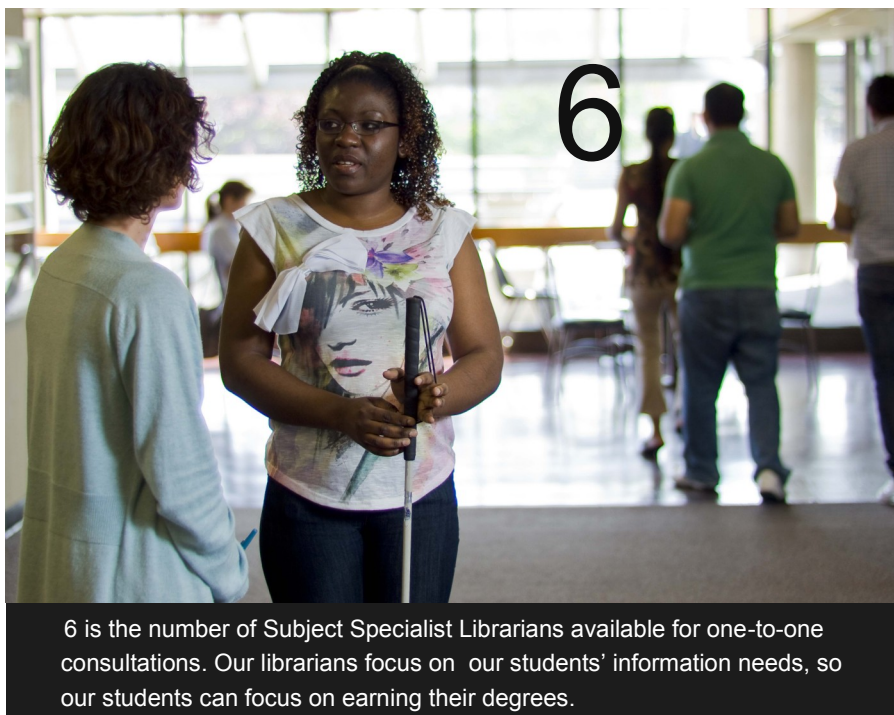
George Brown Visiting Scholar Project

VCC Library has partnered with George Brown College Library & Learning Resources in Toronto from February to May, 2013. During this time, Melinda Baranieski, a VCC Librarian, has been examining best practices at George Brown College in several areas of benefit to VCC Library:

- **Accessibility** – George Brown College and the province of Ontario are national leaders in the provision of universal access to people with disabilities. By working with the Accessible Media Coordinator at George Brown, Melinda will examine what it takes to make all media resources used at VCC fully accessible to all students and staff regardless of ability.
- **E-Books** – VCC Library has committed to developing an e-book strategy to expand mobile and 24/7 services to VCC students. George Brown College Library Learning Commons currently has about 130,000 e-books and lends out laptops and iPads to support use of these resources. This project will identify any best practices that can be adapted during implementation of VCC Library's e-Book Strategy.
- **Copyright** – George Brown College has opted out of the Access Copyright Agreements and has instead hired a full-time Copyright Resource Librarian to manage development of policy, education and permissions. In preparation for independent copyright management at VCC, Melinda is exploring the responsibilities of this position and any best practices or pitfalls they have encountered in opting out of Access Copyright.
- **Learning Commons** – With the newly opened, state-of-the-art Waterfront Centre Campus, George Brown College Library Learning Commons will be a model for the exploration of best practices in the planning and implementation of a Learning Commons facility that blends together traditional library resources and high tech collaborative learning spaces.



97,709 (and counting) is the number of hits the Library website receives per day. VCC Library provides patrons with access to over 50 online databases including journal and magazine articles, newspapers, eBooks and more.



A Big Idea from a VCC Librarian!

I'm the Systems & Technical Services Librarian at VCC and in my spare time I try to support publishing and writing in Canada. Last September, I was one of ten presenters at SFU's Community Summit event, *Oh, the Places We'll Know! Big Ideas for Libraries in Communities*. The big idea I presented was simple: libraries should sell books. We'd sell books not for profit, but to support a Canadian publishing industry in crisis and to fill a hole left in our communities by closures of independent bookstores. My proposal tied for first place for best idea and was featured in The Vancouver Sun online edition. Working with a colleague, the idea has expanded into an op-ed which will be published in Quill & Quire in June. We also hope to organize a half-day summit with library and publishing stakeholders to explore how libraries can better support writing and publishing in Canada. Stay tuned!

Shirley Lew

"I went to one of the Library info sessions and I was quite surprised by all the resources the Library has put together for the VCC students. Thank you very much for all your hard work.

- Andrea

ESL Career Workshops

An exciting collaboration between the Library, Learning Centre and Counselling came to fruition as Mari Paz Vera (Assistant Department Head—Librarian), Cindy Sestak (Learning Centre Coordinator) and Heather Chan (Counsellor) piloted a series of Career Workshops for English Language Studies students in the Learning Centre computer lab and workshop room. The series consisted of four 1-hour interactive workshops offered over four weeks (one workshop per week) that included job search skills, resumes, cover letters and interview techniques. Due to an overwhelming response from students, the presenters were unfortunately not able to accommodate everyone who wished to attend. However, Mari Paz, Cindy and Heather were thrilled to see such enthusiasm from students and will continue to offer one or more series each term. The students reported that the workshops were informative, helping them prepare to enter the workplace and gain valuable insight into the Canadian job market.

Food for Fines

For a second year, VCC Library ran a "Food for Fines" campaign to help the community food bank and keep money in students' pockets. Between December 3-23, students, faculty and staff who had incurred fines for overdue books from the VCC Library had those fines waived by donating non-perishable food items to the Food Bank.

This campaign has become an integral part of the services we offer here. It is a win-win for everybody. Library books are returned, patrons do not have to pay fines, the library staff does not have to collect fines and the Food Bank benefits. In past years, the Library has been able to waive more than \$100 in fines to faculty, staff and students. We would like to thank all the people who contribute and help this campaign to be a success.

Launch of Newly Improved Learning Centre Website

The Learning Centre website underwent a dramatic overhaul during 2012 with the combined efforts of Library Systems and Learning Centre staff.

Resources were re-arranged by program rather than topic so that students can easily find worksheets and web links for the classes in their program. Online booking forms for tours and in-class workshops were added for instructor convenience. A live calendar that shows upcoming ESL workshops was also incorporated.

The Learning Centre tutors were delighted to discover that the new website's reach extended far beyond VCC when George Brown College's Learning Centre requested to use our worksheets for tutoring their students. The Learning Centre has 390 of our worksheets online for public access.

Staff Focus

Jessica Tremblay Library Circulation Assistant

I have been writing haiku for twenty years. As the winner of the Vancouver Cherry Blossom Festival Haiku Invitational 2008 (Best B.C. Poem), my haiku *late for work — / cherry petals / in my hair* was sculpted on a rock that can be seen at the VanDusen Botanical Garden.

In January 2013, I shared my passion for haiku during a seventeen-minute live radio interview at Radio-Canada and was also featured in a six-minute TV report about haiku that aired in February. I love public speaking and, in 2013, I am scheduled to speak at Haiku North America (California) and Haiku Hot Springs (Arkansas).

Sheila Singh Library Acquisitions Supervisor

From 1990 to 2002, I was a television host on Roger's multicultural channel. It was exhilarating to know I touched so many people's lives. It is an amazing feeling knowing you've impacted even one life.

From 1994 to 1996, chairing the Foreign Credentials Committee of the Vancouver Society for Immigrant and Visible Minority Women gave me an opportunity to advocate for the recognition of foreign credentials. Foreign credentials are now adjudicated by the federal government.

Currently I am a broadcaster with an ethnic FM radio station attempting to balance listener lives with entertainment as well as serious issues.

I am proud to have worked at the College for 31 years, allowing me to continue impacting students' lives by supporting students in becoming strong, independent learners.

Hila Coopman Library Systems Technician

Six months after I emigrated from Israel to Canada, I started working for the VCC Library. Before coming to Vancouver I was the systems librarian for the science library in the Hebrew University of Jerusalem, the same university where I got my bachelor's degree in literature and my master's in library sciences.

Working behind the scenes, solving problems as seamlessly as possible and helping the Library's front desk give the best service for our patrons, is what I love to do. In 2009 I lead a team who received a prize of excellence for doing just that - providing quality service for students and faculty at Hebrew U.

My other passion is for baking, so working in a library with such a wide collection of baking related resources is a treat.

Gwen Guile Learning Centre Tutor

After working in public and private schools in Canada and internationally, I joined the Learning Centre team as an English tutor in 1995. Over the years, I have seen students flourish and grow, developing the necessary skills to help them succeed and take their place in the community. Student-centered tutoring is such an awesome job. Not only does it take a lot of skill but also a lot of heart. I consider it a privilege to work with such diverse, amazing students. You really do become a part of their journey towards being successful, independent learners. When I see students working hard, I want to work just as hard for them also.

When I am not working, I practice yoga and enjoy life in the slow lane at my self-built Keats Island cabin. I love travelling, gardening, dance, art and all the fabulous cultural and ethnic events Vancouver offers.

Staff New Roles & Farewells

Todd Rowlatt

I have worked at the College since 2006, right after finishing my Masters in Library and Information Studies at UBC. Before that, I did a master's in history at the University of Minnesota, focusing on the United States in the early Cold War. In January 2013, I was elected Department Head of Library Public Services.

In the summer of 2012, my father and I went on safari in Kenya and Tanzania. It has been one of my mother's dream trips but my parents had gone elsewhere (like India), saving the safari for later. Mom passed away a few years ago, so my father and I decided to go together. We watched lionesses hunt in the Maasai Mara, photographed an elephant caravan in Amboseli beneath Kilimanjaro, chased the wildebeest migration in the Serengeti, and watched the sun rise over Ngorongoro Crater. It was an incredible trip.

Virginia Adams

During my 19 years with the VCC Library, I have held many positions including those of Technical Services Coordinator, Circulation Coordinator, Public Services Department Head, and Acting Head of the Library.

Currently my primary focus is copyright which interestingly, brings me almost full circle in my career as a librarian. At the start of my professional career I served as a Government Publications librarian at McGill University. I have many fond memories from that time of rummaging through 19th century British Parliamentary papers, UN Security Council minutes, and Canadian legislation for that elusive snippet of crucial information. This experience also proved to be an exceptional training ground for my current occupation as Copyright Librarian here at VCC!

Cindy Sestak

I joined the Learning Centre team as the new coordinator in January 2013 and very much enjoy leading resume and study skills workshops for VCC students. Prior to coming to the college, I taught English to international students at private schools in Vancouver. While teaching full-time, I pursued my Master of Arts in Counselling Psychology and joined VCC as a practicum student in Counselling and Disability Services, where I continued on as a counsellor and Peer Helper trainer for three years.

I am excited about my new role and the amazing opportunity to work alongside a dedicated team of professional tutors who are committed to helping VCC students reach their academic and career goals. In my leisure time, I enjoy reading literature and psychology, improving my very basic Spanish and trying to cook.

Brenda Appleton

Last year, Librarian Brenda Appleton retired following over 30 years of distinguished service to VCC Library. We will miss Brenda who contributed so much to the Library and the VCC community during a very exciting, eventful time. Brenda plans to remain in the area and enjoy the relative leisure of retirement. We wish her all the best.

Message from the Library and Learning Centre Director

First, I want to thank all of the amazing people who work in the Library and Learning Centre at VCC. The things that you have read in the Annual Report happen because of their work, involvement and deep commitment to the students, faculty and staff.

Without this amazing commitment and dedication, none of the things we have done this year would have been possible. I also want to take the time to acknowledge our College Administration because without their involvement and belief in the initiatives, we couldn't have undertaken them. This support has been pivotal in our success. I am really happy that I came to VCC. It has been a wonderful first year! Thanks.

Tim Atkinson,

Director, Library and Learning Centre