

LIBRARY AND LEARNING CENTRE

annual report 2013/2014

March 2014

A new way to discover your VCC Library

After a two year process, the library will have a new Integrated Library System (ILS) as of March 2014. VCC has selected Sierra ILS, a product from Innovative Interfaces Inc. to replace its current computer system. Sierra is regarded as a highly sophisticated system in the ILS marketplace and represents a significant upgrade from our current system. Innovative Interfaces is a stable vendor with the fourth highest market share among academic libraries in Canada and the highest market share among those in the U.S. It is the most common ILS in use at major colleges and universities in the Lower Mainland.

VCC was given a rare opportunity to obtain this high end product at a significantly reduced price – at least a 50% reduction. The decision to take advantage of the opportunity was left with staff after a formal evaluation process. The ILS met 80% of our functional requirements and scored 87% in the selection criteria. With this offer, we are also acquiring Encore, their Discovery Layer product. Discovery Layer is a specialized search and discovery tool, combining all of the library's physical and digital assets under a single simple search interface. Sierra includes key features that will improve staff productivity and empowerment. Reports and acquisition analysis tools are just two areas where significant gains will be evident.

VCC Library's new powerful search is here!

In one search find books, eBooks, articles from databases, streaming videos, course reserves and more

Try our new search to discover the rich and varied resources the library has to offer!

By the Numbers

Over **26,806**

views of the Library's 191 Resources by Course guides

Student retention

108

Tutor led tours and classroom visits

Student support

Since June 2013 over

3,401

full text eBooks downloads from EBSCO and Ovid collections

Collections

\$0.64

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

Student retention

29,627

Tutoring sessions by the Learning Centre

Student support



The Learning Centre's 2013 Team Excellence Award in Customer Service

The Learning Centre Team was both delighted and honoured to be the recipient of the 2013 Team Excellence Award in Customer Service. In striving to meet the ever changing needs of students in various programs, professional tutors work collaboratively to uphold standards of excellence in methodology and approach that effectively engage students in becoming strong, independent learners. This collective practice is based on a model of excellence in partnership and has resulted in exceptional contributions to VCC as well as increased student success, recruitment and retention. Indeed, the Learning Centre brings a personalized touch to the college, and students return time and time again to get the help they need from a team of tutors they know and trust.

The Learning Centre serves as a home base and a safe haven for students here at VCC. Tutors are dedicated to helping students succeed in their academic and career goals and in encouraging and motivating students to develop powerful and lasting learning and study strategies that transfer to the workplace and beyond. Tutors get tremendous satisfaction in their work from seeing students thrive. Additionally, tutors value the collegial support they offer to one another and meet regularly in order to debrief challenging tutoring sessions and to share resources and professional development opportunities. Building strong relationships with other VCC departments is also a cornerstone of their operation, and the Learning Centre team wishes to thank all VCC departments with whom they have successfully joined forces in order to better the delivery of services for students. Such relationships serve to further enrich the learning environment and the student experience at the college and to create opportunities for growth.

By the Numbers

5,737 Students

taught in Library tours and research classes **15%** up from last year

Student outreach

147,709

(and counting)

the number of hits the Library website receives per day

Student support

Over **184,792**

Full text article downloads

Collections

111

In-class workshops taught by the LC Coordinator

Student outreach

302

Library tours and research classes taught by librarians

Student outreach

Our print collection was used over

36,596 times

Collections

ESL Reading Club

One of the best things ESL students can do for their overall language development is to read extensively — at a level that is comfortable and on a stimulating topic.

With this in mind, in October 2013, the Library and Learning Centre worked with its partners in the ELSA and TESOL programs to establish a Reading Club. Twice a week, students use their lunch hour to read and discuss materials of their choice in the Learning Centre workshop room.

The club also provides an opportunity for students in VCC's TESOL program to gain experience by facilitating club meetings. While still new, the club should take on a life of its own with more promotion.

"VCC's ESL readers collection is much older than the public library collections. There are books at Broadway and Downtown that I've not seen elsewhere. Since my members read a book a week, having a vast pool to choose from makes my life easier."

-Brenda

*VCC Student & ESL
Homefront tutor*

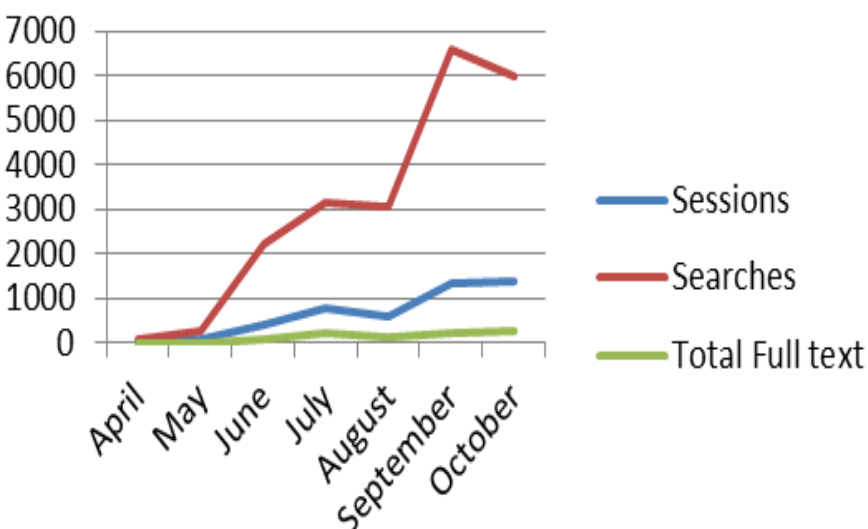
VCC eBooks Strategy

One of the most exciting trends in scholarly communication has been the growing importance of electronic books for education and research. But while the Library has been collecting eBooks for a number of years, the increasingly wide range of content, functionality and pricing offered by vendors compelled us to define a coherent approach to eBooks that met the requirements and preferences of the VCC community.

So, in 2012 the eBook Strategy Committee was struck, and its members pursued a number of research projects, including a literature review, a scan of other BC post-secondary institutions, and a survey of VCC Faculty. The resulting insights have already informed a number of Library initiatives:

- The introduction of two new eBook subscriptions (eBook Collection and the Canadian Electronic Library), instantly expanding our book collection by many tens of thousands of downloadable titles covering a range of subject areas. These will become searchable from the online catalogue in the spring.
- The launch of the iPad lending program, in part to support eBook use. With 14 devices to lend between both campuses, there has been considerable interest from both students and employees (over 200 loans to date).
- Hosting two Lunch @ Learn sessions to share tips with faculty and employees on finding and downloading eBooks from our collections. Attendance was very strong, and we intend to repeat these sessions.

The committee also presented a preliminary report to the Library Director, Tim Atkinson, in fall 2013. The report and its recommendations will serve as a guide for selecting eBook collections, measuring impact, acquiring devices, and promoting awareness and skills among VCC students, faculty and employees.



Academic eBook Collection Usage 2013 . Although EBSCO's eBook Academic Collection has only recently been introduced, it has seen substantial usage.



The VCC Learning Centre celebrated 40 years of offering the best student support service in the College community. ESL Chorus performed at the party.

VCC Learning Centre's 40th Anniversary (1974-2014)

In 1974, the Learning Centre emerged from humble beginnings as a math tutorial on 12th and Oak. The staff consisted of two members. In 1975, under the direction of Grant Kelly, the Learning Centre was expanded to include science and humanities tutoring.

In 1983, the Learning Centre moved to the new King Edward Campus (KEC), now known as Broadway. In 1995, a Learning Centre was opened at City Centre, now known as Downtown. In 2000, a new student computer lab was added to each of the Learning Centres. In 2004, the Learning Centre and the Library were amalgamated into one continuous space at KEC. In 2009, a health-sciences instructional building was opened at KEC and a life-sciences tutor was added to support these students.

In 2013, the Learning Centre was awarded an Excellence Award in recognition for their contributions to student success, recruitment and retention. In 2014, the Learning Centre continues to thrive with a staff consisting of one coordinator, five English tutors, three Math/Science tutors and one Life Sciences tutor.

Anniversaries may conjure up memories of the past and remind us of how we got here, but the fundamental founding principles from 40 years ago are still the ones we operate under today. We continue to offer the best student support service in the College community.

Information Literacy is always on our minds!

It was an exciting year for VCC Librarians in the realm of Information Literacy activities. In addition to teaching over 300 research skills sessions, we established bi-monthly meetings within our Information Services group, inviting speakers from other institutions (Colleen Bell and David Brooks from University of the Fraser Valley and Athabasca University, respectively) to present their views and experience with regard to IL-related issues.

We also drafted a first version of an IL Project Charter, outlining proposed instructional initiatives and directions for coming years. Finally, we continued the development of our IL Subject Guide (<http://libguides.vcc.ca/infolit>), augmenting resources for anyone interested in this area.

“After working over a one-week period on study and test-taking skills with a deaf student struggling in one of the trades programs, he returned after his exam to tell me he got 73% on his test. Those moments are sweet for all involved.”

- Gwen Guile,
VCC tutor

Student Testimonials

Jacqueline Yang-

"I am so grateful for the tremendous support I've received from the Learning Centre! As an immigrant from Korea, it hasn't been easy learning a new subject in English to further my career, especially after many years of working. But with help and encouragement from the LC tutors, I've persevered and completed the Administrative Assistant program. The tutors' knowledge, resources, and understanding of different student backgrounds make VCC a great place to study!"



Alex Yang -

"The tutors in the LC have been so supportive in my job search! They helped me make a very professional resume and cover letter that accurately reflected my extensive cooking experience. I feel more confident in applying for cook positions."



Popular Reads @ Your Library!

This autumn the library established a "Popular Reads" collection at Broadway. This recreational reading collection includes bestselling thrillers, romances, mysteries, fantasy series and memoirs. Such collections were common in academic libraries from the 1920's to 1940's (Elliot 2007).

Their decline in post-secondary libraries has been attributed to a range of factors, from academic elitism to censorship and budget cuts (Elliot 2007, Smith & Young 2008). However, recreational reading collections are now back in a big way. Providing access to popular materials meets the needs of students and promotes reading as a life-long habit.

Studies have shown that reading for enjoyment has many cognitive and social benefits crucial to academic success, including improving comprehension, writing and critical thinking skills (Dewan 2010).

Library Wins Best Booth at VCC Welcome Day Carnival

The library booth was voted Best Booth at VCC Welcome Days, an event created to greet students back to school at the Broadway campus on September 18, 2013. Inspired by the Carnival theme, our staff created a duck pond in an inflatable pool. Students were invited to fish out one of the rubber ducks and look at the number printed underneath.

If their duck had the winning numbers, the student would win a chocolate prize! Students were very excited to compete and win chocolates. And, let's face it, those ducks were adorable!



The Library's Duck Pond booth was voted Best Booth by students at VCC Welcome Days (Sept. 18, 2013).



Library Hoopla! Librarians Jeff Verbeem and Todd Rowlatt aim to score ...

Get yer ya-yas out!

Rumour has it that VCC may soon be getting some kind of fitness facility. Until that blessed day arrives, however, we'll have to make do with the lone piece of equipment at either campus—the basketball hoop outside the Broadway Library. What's a backboard and hoop without a ball, you may ask? A mere field of dreams ... until VCC Library started lending balls. Now the plaza outside our doors is alive with spontaneous, multicultural pickup games and the basketball has become the Library's highest circulating item. If it's a dry day, Wilson will be outside more than in. In fact, we've had to retire one ball and sub in another as the latex became worn and frayed. How do you borrow? Simply step inside, inquire at the desk, then bring Wilson (or his soccer ball cousin, Adidas) back when you're done (no ID required). Have fun and get sweaty!

A Creative Writing Grant Recipient Among us

Jessica Tremblay is a library technician and an award-winning haiku poet. Like every writer, she always wished she had more time to write. Her dream finally came true when she was awarded a Creative Writing grant from the Canada Council for the Arts. The bursary will allow her to work part-time in 2014 so she can develop a graphic novel or a series of picture books based on the characters in her Old Pond Comics.

Created in 2007, Old Pond Comics follows the adventures of Master Kawazu and his apprentice Kaeru who is learning haiku. The comic strips use humor to teach haiku to poets of all levels. Her haiku-comics are published in the journals of haiku associations in France and in the United States and are available online at www.oldpondcomics.com.

Librarian Alicia Copp Mokkonen Wins Award

Alicia was recently awarded the Professor Kari Sajavaara Fund award (1000€) for a scientifically meritorious and socially significant doctoral thesis in the field of applied linguistics. Prior to joining VCC, Alicia worked as an instructor and junior researcher at the University of Jyväskylä, Finland, undertaking a study of classroom interaction at a local school. Observing the students, visiting their homes and learning their stories, Alicia was inspired to try to convey some of the complexity of daily language use and choice among a diverse group of multilingual students.

Articles from her dissertation have been published in *Anthropology & Education Quarterly* and *Linguistics and Education*, and a summary and critical review of her findings can be found in the *Journal of Immersion and Content-Based Language Education*.

"Dear Librarian,

Thank you for taking the time to explain the use of the library here at the VCC downtown Campus.

As a mature student much has changed since my days at University and it is refreshing to me to be brought up to speed in a respectful manner. My goal as a Chef is to introduce my family and community to a healthier approach to American Southern Cuisine.

Thanks again."

- Culinary student

iPads in the Library

VCC Library started its iPads lending program in August 2013. Seven iPads were generously given to us by the College Foundation and later seven more iPads were purchased by the Library.

The iPad lending has become a daily operational function

Broadway Library:

August 2013 - April 2014: 78 Patrons and 193 checkouts

Downtown Library:

August 2013 - April 2014: 87 Patrons and 202 checkouts

The iPads are preconfigured with Apple's standard applications (apps) as well as apps selected by library staff based on their potential for increasing student productivity, and for their educational, creative or exploratory value.

Students have expressed that they like this new service for its convenience. Students can take notes on the iPad in class instead of using paper and that they can use spreadsheets, word processors, databases, Email, social media, internet, games, etc on one easy to use device.

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

Saying "Adios" to VHS

The VHS Replacement project started in 2011 and arose out of a College initiative to replace outdated technologies. It is aimed at completing the transition of our audiovisual collection from VHS and cassettes to digital format such as CD, DVD and streaming video. The library focus in the first year of the project was on the highest priority titles (instructor bookings and requests), withdrawing unused titles and developing an action plan for re-formatting VCC-produced materials. 569 VHS titles were withdrawn and the highest priority titles were replaced with DVDs in the fiscal year 2011-2012.

In the fiscal year 2012-2013 we focused on any remaining priority titles, review of music cassettes and filling any needed gaps in the collection (such as ESL audio-visual, audio books, etc.). 606 music cassettes and outdated music kits were withdrawn. 291 highest priority titles were replaced and 2200 were weeded from the collection.

In the fiscal year 2013-2014 we continued focusing on replacing high priority titles and weeding obsolete titles. 36 highest priority titles were replaced and 1155 VHS were weeded. Our feature films VHS collection was reviewed, 81 popular titles were replaced and obsolete titles were withdrawn.

We developed an action plan for reformatting 112 titles that are not available in streaming or DVD format but requested frequently by instructors. We reviewed our non-ESL cassettes collection and are in the process of replacing our high use ESL cassettes/kits. 1254 cassettes were weeded. Our audiobooks collection was replaced with CDs and this collection proved to be very popular among our ESL and visually impaired students.

In order to provide instructors with the most up to date instructional resources and educational streaming videos and documentaries, the VCC library added three streaming video collections: VAST, Films on Demand and Curio. They provide thousands of high-quality educational titles in dozens of subject areas as well as access to documentaries from television and radio, news reports and more.



VCC Library added 3 new streaming video collections in 2013, providing access to thousands of high-quality educational titles in dozens of subject areas and documentaries from television and radio.

Library » VCC Library Resources by Course » Copyright

Copyright

Tags: [copyright](#), [fair dealing](#)

Copyright guidelines for the use of copyright-protected print and electronic materials

Last Updated: Apr 2, 2014 | URL: <http://libguides.vcc.ca/copyright> | [Print Guide](#) | [RSS Updates](#)

[Introduction](#) | [Fair Dealing](#) | [FAQ](#) | [Open Access](#)


Introduction [Print Page](#) Search:


Quick Links

[Copyright Act](#)

[VCC Copyright Policy](#)
(under revision)

Documents

 [Fair Dealing Guidelines](#)

 [Copyright Release Form for Student Work](#)

Comments (0)

Copyright Info Online

[Michael Geist blog](#)

[Ariel Katz blog](#)

[The Copyright Pentology](#)

[Excess Copyright blog](#)

Copyright at VCC

To ensure copyright compliance in the use and copying of copyrighted materials at Vancouver Community College, employees and students will need to determine if they are permitted to use the copyrighted work as they would like to.


1. [Copyright Act \(RSC, 1985, c C-42\)](#)
2. [Fair Dealing Guidelines \(ACCC\)](#)
3. [Licensed Databases and e-Resources](#) - Check "terms of use" from within each database.

When the use of copyrighted works is not permissible under the above, permission to use the material must be sought from the copyright holder. To initiate a copyright clearance request, consult with the [VCC Copyright Librarian](#).

Attribution

The VCC Library Copyright resource guide was developed from the [Waterloo Copyright FAQ](#), [Capilano University Library Copyright Guide](#), and the [SFU Copyright Website](#).

Creative Commons License



This VCC Copyright Guide is licensed under a [Creative Commons Attribution-NonCommercial 2.5 Canada License](#).

VCC copyright webpage (<http://libguides.vcc.ca/copyright>) where up-to-date copyright information, *Fair Dealing* Guidelines, and an extensive and helpful FAQ page can be found.

Copyright at VCC

The past year has been a busy one for the Copyright Office at the VCC Library. In September, our license with Access Copyright came to an end, and we implemented our plan to operate primarily under the [Fair Dealing](#) guidelines outlined by the Association for Canadian Community Colleges (ACCC). In preparation for this switch over, copyright workshops were delivered to many departmental faculty, staff, and students, and several 'Lunch & Learn' sessions were conducted. [Virginia Adams](#), [Copyright Librarian](#), and Kristina Oldenburg, Contract Librarian, developed the [VCC copyright webpage](#) (<http://libguides.vcc.ca/copyright>) to assist employees and students with up-to-date copyright information, *Fair Dealing* Guidelines, and an extensive and helpful FAQ page.

From October 2013 to March 2014, Virginia was seconded part-time to the provincially funded ESL Pathways Project to seek copyright permissions for several hundred documents. In total, close to 700 titles were reviewed for copyright compliance, and of these, more than half required copyright clearance.

The core function of the Copyright Office is to provide copyright guidance, education, support and resources to the College community. Workshops, individual consultation sessions, and updates to the copyright webpage are provided on a continual basis. Please contact [Virginia](#) (vadams@vcc.ca) with any copyright related questions or concerns you may have.

Faculty Feedback

John Love-

"Great Resource! Thank you for promoting Open Educational Resources for VCC! I look forward to exploring these resources further."

Maria Morlin -

"Thanks so much for the Films on Demand resource through the Library. Bloody brilliant!! I have a few of the titles and look forward to perusing the other ones, many of which look terrific."

Brenda-

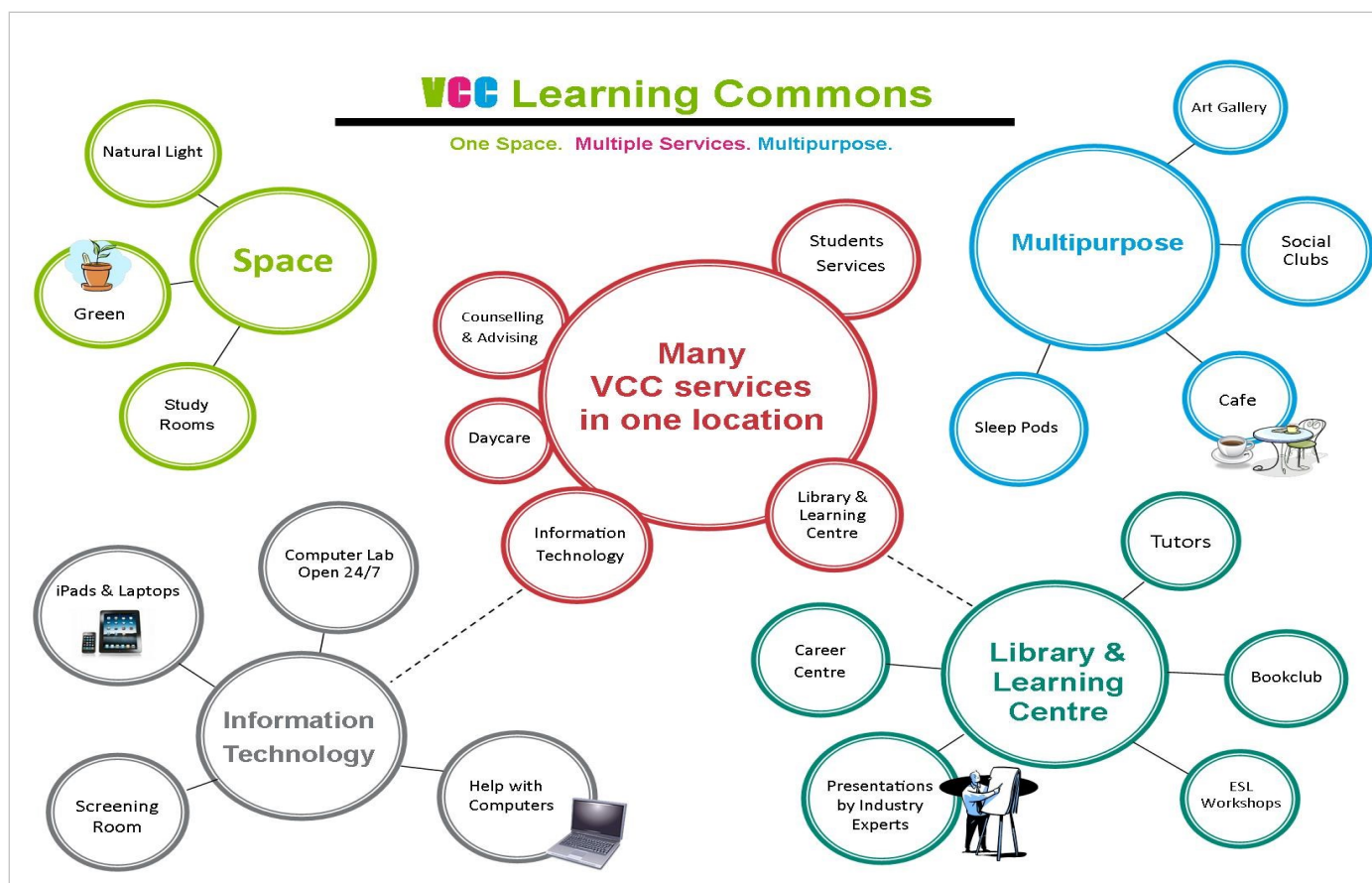
"One of my students who's a reluctant reader read *White Fang*, an illustrated graphic novels, from cover to cover. When the class heard he had read all the book, they all clapped. In the past, that student had read a couple of pages of the Readers I was bringing to class, but never more."

John Keith-

"I'd like to express my thanks to you and your colleagues for the great workshop/presentation on imagining a Learning Commons for VCC. It's an exciting project —best of luck with it!"

Etovre Vese-

"Curio.ca from CBC and Radio-Canada is a fantastic resource. Within 2 minutes I found and skimmed 7 documentaries or news shorts that apply directly to contemporary issues in childcare and lend an international perspective! I will be passing this along to my instructors today! I would really like to see this available for instruction."



A Vision for VCC's Learning Commons

As part of VCC's Education Plan, the Library & Learning Centre are developing a strategy for a Learning Commons. Three Librarians facilitated two visioning sessions on a Learning Commons model for VCC on VCC Day. Using Disney's brainstorming method, our enthusiastic group came up with the following visions:

Dreamers' Views		Realizers' Views
<ul style="list-style-type: none"> Day care Pond / fountain / green space Badges for workshops Faculty & students learning together Career Centre Student Union social events IT assistance 24/7 computer lab Technology lending program Natural light, open welcoming space Collaborative and private space Makers space 	<ul style="list-style-type: none"> Peer teaching / tutoring Intercultural Communication Centre Industry talks / presentations Kitchen / microware / coffee / cafe Gallery / display space Movie theater Sleep pods One stop shop for VCC services: counselling, advising, CID, IT "Make a ..." experiential learner Social clubs / conversation / blending into curriculum 	<ol style="list-style-type: none"> Faculty and student workshops One stop shop for VCC services: counselling, advising, CID, IT Career Centre Speakers / social events / social clubs

Staff Focus

Gordon Wong

As I struggled to find the words to write this, I imagined myself sitting with the students I work with on a daily basis as a Math/Sciences tutor. That was my motivation. It was about them, not about me. That is what I'll write about. Students do not want to see your degrees, hear you baffle them with gems of knowledge or be judgmental about them. Rather, they want you to be on their team. Together, a team can often accomplish things impossible for the individual. Teammates support and learn from one another. Students want to know that you genuinely want them to succeed.

The process of what we do at the Learning Centre really is about mastery over time. Students may not get it the first time or understand what you are saying. The payoff comes over time and you may never know exactly what you said or when it was going to happen. If you have students move in that direction every time they come in, eventually they will understand. Ultimately, I want to give students the tools to solve problems that they've never seen before—without me.

I have my own team, too. These are the great people I work with in the Learning Centre and the Library. We're on each other's team. Always know that you have as much to learn from your students as they have to learn from you.

Andrea Melton

My interest in libraries began at 8 years old when I numbered all of my books and lent them out to neighborhood kids. Fast forward thirty years--and after many other jobs ranging from housekeeper to dog washer-- and I've enjoyed my ten years working as a library assistant here at the VCC library.

I'm also working towards completing a degree, so recently on a shift at the reference desk when a student asked about citing sources for a psychology paper, I could relate--I was doing the same thing myself!

I love living close to work (I can spend more time with my 2 year old), which makes me feel even more a part of the "community" aspect of Vancouver Community College.

Message from the Library and Learning Centre Director

It is hard to believe that another year has passed at VCC. So much has happened in the Library and Learning Centre. On the Library side, there is a new e-book strategy and over 100,000 new e-books have been added to the collection; copyright administration has taken on a new importance with the opting out of Access Copyright contracts; a new integrated library system has been implemented; iPad lending has become a daily operational function; a popular reads collection has been set up; downsizing of print collections is underway to free up space to create a Learning Commons; and the replacement of video tapes with streaming media and DVDs is almost complete. Somehow all of this has been accomplished over and above the regular day-to-day work of serving the students, faculty and staff at VCC. All of the employees in the Library have done a remarkable job.

In the Learning Centre, over 29,000 appointments were booked this year by students eager for help in their various disciplines. There were 108 tutors lead workshops and classroom visits and 111 workshops taught by the LC Coordinator. The Seabird Island Nursing co-hort came to the Broadway campus for an introduction to the services offered by the Learning Centre. In addition, we celebrated the 40th anniversary of the establishment of the Learning Centre and as Director, I heard first hand from both current and former students how important the contact at the Learning Centre was for individuals. The co-ordinator and staff should all be proud of their accomplishments.

The celebration of the Learning Centre reminded me that education in a post secondary environment is so much more than people finding a career. It is about being challenged and enlightened on so many fronts – intellectual, cultural, ethical, political, etc.; and expanding our horizons to embrace both that which is familiar and that which is different. It is about citizens who become richer in themselves and more capable of interacting with a broader society, and who have the confidence and abilities to embrace the contradictions faced in democracies and the skills to challenge and solve some of the deepest issues within our communities.

Each day I am privileged to observe the way the employees of the Library and Learning Centre interact with our students and I watch as their kindness, expertise and commitment help to create not just successful students, but successful citizens.

Thanks so much for a wonderful second year at VCC.

Tim Atkinson

Director, Library and Learning Centre