

LIBRARY AND LEARNING CENTRE annual report 2014/2015

March 2015

VCC Art Inventory

The Library undertook a college-wide inventory of art with the purpose of documenting items of value at the college. The objectives of the project were to identify all art owned by VCC and to create a comprehensive inventory including digital images. Over time, this record will provide a history of acquisitions, artistic endeavours, and participants in this community, forming an essential part of our institutional memory, which is well worth preserving. Working with people in Facilities and in every department across the college, we identified items of interest. Many of these items are seen in the public spaces around the college or in offices; others we found in dusty store-rooms, nearly forgotten. We documented anything we thought might have artistic, cultural or historical interest, including models, displays, prints, posters, sculptures, historical photographs, technical drawings, and paintings. We were very comprehensive! (We created highlighted floor plans of every building). In total, our inventory lists 185 pieces of art.

The next objectives for this project are:

1. Bring in an appraiser to assess the monetary value of the college's art. For the more valuable pieces, take steps to ensure they are appropriately secured and insured.
2. Devise procedures to ensure newly acquired pieces of art are recorded from this point forward.
3. Identify pieces of historical significance to the college and eventually preserve them in the college archives (for example, the Music department has beautiful posters from past concerts).



The Library had lots of fun at the VCC Student Welcome Days. This year's students were invited to try to fish out a lucky ducky to win some prizes and take a picture at our photo booth!

Display Highlights



Black History Month



Valentine's Day



National Aboriginal Day



Canada Day

VCC Library and Learning Center 2014

By the Numbers



COMPUTER LOGINS

At the Library/Learning Centre 45,759

CHECKOUTS



Printed Material 44,645

DOWNLOADS



eBooks	155
NAXOS Music tracks	247
Films on Demand Videos	8,244
Full-Text Articles	96,654



TUTORING

Tours

Number of tours	140
Number of students in tours	3,447

Sessions

Number of tutoring sessions 27,477

INFORMATION DESK

Number of questions 44,645



RESEARCH/TOUR CLASSES

Number of students taught	5,737
Number of classes	302

LIBRARY GUIDES

Number of Guides	218
Number of Daily Views	3,276

LIBRARY WEBSITE



Average hits per day 1,114



How are we really doing?

We know that students appreciate the Library and Learning Centre and the services we provide. They tell us every day. We know that our staff are working harder than ever and managing multiple projects. We are diligent reporting back on projects and entering stats. But do we know how we're *really* doing and whether our work is making the impact we're striving for? This is a big question that many of us are grappling with. As a starting point, the Library and Learning Centre have created a monthly report with selected statistical data designed to give a snapshot of performance across all service areas. It's a living report that we'll add to month-to-month so that we can do comparative analysis and identify trends and patterns of use over time.

Our goal is to establish a suite of meaningful performance metrics that are actionable, pointing to service gaps or areas needing review. One of the most valuable outcomes is that the report provides an opportunity for our team to reflect, on a regular basis, where we are, what we're doing well, and where we could improve. This is a work in progress and will be refined and added to over time.

Accessibility Improvements

A number of initiatives are being undertaken to improve accessibility. Through a collaborative effort between the Learning Centre and the Library, adaptive technology devices were moved from the upper to the main floor of the library and closer to the entrance. This new location provides better support to anyone needing assistance with the equipment. Devices reside on height adjustable tables near the TTY unit.

The library's website now has a Students with Disabilities page that can be found under the Services tab and it describes the Adaptive Technology available, the Alternative Format Collection and how to request Alternative Format Materials not available at VCC.

Future plans include the development of a Library Accessibility Policy.

"VCC Library Downtown is very useful to all students specially the librarians, they are very cooperative and they are very good to in assisting to find the right books that we need, I've finished my 5 major courses in VCC with the help of the VCC Library Downtown."

- Digna de Castro

Learning Centre Pilots Review Sessions and Exam Jams

The Economics course in the Hospitality Diploma program can be really challenging for students. In response to this, the Downtown Learning Centre initiated a weekly economics review session to assist students with mastering the material. The one hour sessions included concept review, study skills, problem-solving demonstrations and extra practice problems.

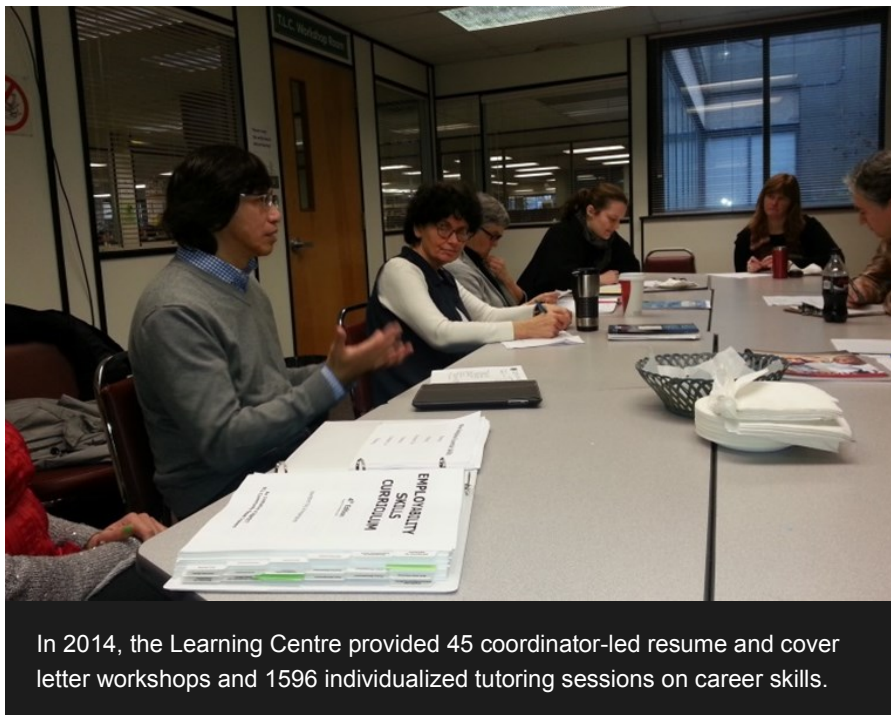
The turnout was encouraging; up to 17 students attended each session and more students came to the Learning Centre for individual tutoring as a result. Several students gave feedback that the review sessions and Learning Centre worksheets greatly improved their understanding of the material. The Learning Centre plans to continue these sessions in future terms.

The Downtown Learning Centre also piloted its first series of "exam jams" for Business Mathematics in the fall term. These exam jams were designed to build student confidence, address questions in a more efficient manner and help students avoid last-minute cramming. The hour-long exam jams were held one to two days before the exam.

The Math tutor briefly summarized content, highlighted common mistakes to watch out for, and demonstrated the most effective problem-solving strategies. These sessions were also well-attended and created a sense of vibrancy in the Learning Centre. Students crowded around tables, staring at a whiteboard full of formulas, laughing and showing each other how to solve problems.



In July 2014, we purchased eight new computers at the Broadway Library. They're located on Level 2, behind the Information Desk.



Learning Centre Team Helps Students Land Great Jobs

In addition to providing course content and study skills assistance, the Learning Centre supports students with their job search needs by helping with resumes, cover letters and interview practice. In 2014, the Learning Centre provided 45 coordinator-led resume and cover letter workshops and 1596 individualized tutoring sessions on career skills. Through positive and effective feedback, and access to our increasing collection of print and web-based career resources, we deliver tools and strategies that students can utilize to confidently express their abilities and talents to potential employers. Whether students are seeking part-time work to support ongoing studies, volunteer work to enhance skills and experience, practicum placements, or the perfect post-graduation job, the LC supports a full spectrum of student needs along a variety of career paths.

Our team continually strives to keep current in workplace expectations and job application trends. We regularly invite guest speakers to our staff meetings and were delighted to have Michael Yue and Pam Khinda from the Department of Community Training and Development attend in December to discuss their indispensable work around essential skills, employability skills and workplace readiness. The Learning Centre team also participated in an in-house professional development session to bring forward best practices for resume and cover letter sessions with students. The launch of the VCC Career Services webpage was another highlight of the year; this was an exciting collaboration between the various departments offering career help to students, of which the Learning Centre was proud to be a part. We have enjoyed sharing with and learning from our colleagues, and in combining efforts, we hope to better help VCC students position themselves well in the competitive marketplace.

"I just wanted to provide my feedback on my session with Bill. I am a fairly new instructor to VCC, and in the 45 minutes that we spent together, I learned so much in terms of resources available to students and instructors, as well as countless other tips and ideas to enhance my teaching.

I was very impressed with the time I spent with him, he is a great resource. Thank you,"

- Christine Poznanski

"I meant to write to you sooner, and thank you very much for your terrific career search presentation to my English 11 class. They loved your information and enthusiasm. You are an excellent role model for our students. Happy thanksgiving!! "

- Rita Acton

"This year's annotated bibliographies were the best ones ever produced since I've been teaching this course. I know that the excellent results are because of your presentation and one-on-one help. Our students are very lucky to have such a dedicated librarian. Thank you again!"

- Sally Gibson

Term Loans for departmental textbooks

Multiple copies of some Grade 11 and 12 textbooks are now on the shelves at the Broadway Library. Courses in the Sciences (Biology, Chemistry and Physics), as well as Math and English have benefited from funding by the B.C. Government.

Class sets of texts, purchased through the *Adult Basic Education Student Assistance Program* (ABESAP), are available to borrowers on a term loan basis. VCC students wishing to upgrade their academic credits can avail themselves of textbooks that would normally have cost hundreds of dollars.

Lending is restricted to those students who are on class lists; however, others may borrow when courses are not in session.

“Feedback Thursday”

“Feedback Thursday” is a website survey that pops up bi-monthly when visiting the library website, to ask our users one new question about library services, spaces, and resources.

“Feedback Thursday” survey was soft launched in December 2014 with positive reception. We hope the thousands of people who visit our library website on a daily basis will take a moment and tell us how they use the library and what they want to see in the future.

What’s new with Sierra/Encore?

In March 2014, the library completed its migration to a new Integrated Library System (ILS) called Sierra and a new customer-oriented discovery layer called Encore, both of which are made by Innovative Interfaces Inc. For any library, a migration to a new ILS and discovery layer is a significant undertaking as it touches on every aspect of library operations, from acquisitions to the way in which students search material and manage their library accounts.

The migration was successful and we’re now transitioning from the training phase to expanding the use of the system to its full potential. A/V equipment bookings will be migrated from one software system to Sierra, which will result in a cost savings of almost \$6,000 USD per year. Management of group study room bookings, previously a manual process, will also be integrated into Sierra. The consolidation of software reduces overhead and expands our ability to track use and conduct use analysis.

A lot more student space opened up at the Broadway and Downtown Libraries!

Due to the increase in availability of eBooks and eBook collections, and an obvious trend toward digital collections, the VCC Library acquired two substantial eBooks collections: Canadian Publishers Collection eBook package (60,000 titles) and EBSCO Academic collection eBook package (70,000 titles). These collections in combination with the act of “weeding” - or assessing what should or shouldn’t be kept - opened up space previously taken up by bookshelves. The shelves were shifted for a better flow for browsing and to create more open space for reading, study, and collaboration.

This re-purposing of space is the first step towards the library’s transformation into a new service model known as the learning commons, or “a full-service learning, research, and project space” that integrates research, technology, teaching, and tutoring services and spaces in a single gathering place.

(EDUCAUSE– 7-things-you-should-know-about-modern-learning-commons)



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In 2014, several college-wide, departmental, and student copyright workshops were offered exploring the Canadian copyright law, *fair dealing* guidelines from Colleges and Institutes Canada

Copyright @ VCC

The primary focus of the copyright librarian last year was obtaining copyright permissions for the ESL Pathways Curriculum project. The work spanned a total of nineteen months, and wrapped up in December 2014. It was the Copyright Librarian's responsibility to review all resources selected by the team of curriculum developers to determine whether the use of the items required permission from the copyright holder. Approximately 1200 titles were examined, and of those, copyright permission was sought for more than half.

In addition to the ESL project, several college-wide, departmental, and student copyright workshops were offered. The workshops explored the Canadian copyright law, *fair dealing* guidelines from Colleges and Institutes Canada (CICan), which have been formally adopted by the College, and copyright protocols at the College.

A collaboration with the Centre for Instructional Development (CID) was established to ensure that faculty follow copyright regulations when posting resources to online courses. In order to meet these requirements, faculty are encouraged to select open source material or use resources from our licensed databases. If neither of these options is available, then instructors must abide by the fair dealing guidelines, or submit a request for copyright clearance.

Finally, a site visit to the Justice Institute of British Columbia for members of the CID team and Copyright Librarian was arranged to observe how the Institute has implemented the ARES software, which is used to record all resources posted to online courses, and to monitor copyright compliance. VCC is currently evaluating systems to perform this function.

For copyright assistance, please contact Virginia at vadams@vcc.ca

Records Management Program @ VCC

Vancouver Community College records are valuable assets that must be managed. Records are created, collected, received, captured and used to support the College's activities and effective decision making and to facilitate operations, program and service delivery to accomplish VCC's mission.

In 2014, the VCC librarians took on a new role, coordinating the Records Management program within the college. The Records Management Coordinator, with direction from the Library and Learning Centre Director, provided assistance, support and advice to the VCC community on the effective management of their records.

Working closely with the purchasing and facilities departments, we contracted a document management company for shredding and safe destruction services. In January of 2015, 400 boxes of records that had reached the end of their lifecycles were securely destroyed.

The Records Management Program will provide the necessary tools and guidance to the VCC community on the implementation of approved VCC record schedules and compliance with legislative recordkeeping requirements.

Learning Centre student testimonials

English Tutor and Life Sciences Tutor Broadway campus

Like many students we meet, Tien has an impressive background: medically-trained, and a PhD in biology. After moving to Vancouver, he enrolled at VCC to work toward becoming a Pharmacy Technician. Recently he shared his achievements with us:

"Last Wednesday, I got my report card...My reading and writing marks are B+ and A... I would like to thank you very much for your great efforts and assistance which help me to improve my English. I don't know what I would have done without your endless support and cannot thank you enough."

Tien, Pharmacy Technician student

Math Tutor Downtown campus

"On behalf of a big group of students, I want to thank Emily as a tutor to the Learning Center."

She is AWESOME! absolutely committed to her job ... Her explanations are very clear and makes us understand fully what we couldn't understand before... she also provides us with extra exercises so that we can finally grasp the difficult concepts. She is now offering a weekly [econ] review lesson ... that optimizes time for everybody. In these lessons, she delivers a clear review of many concepts... Having been an ESL teacher for many years, I can see ... Emily does a terrific job! It is definitely an asset and a privilege to have her at VCC Learning Center."

Mabel, Hospitality Management student

Creating an online video tutorial? We can help you!

In December, librarian Kristina Oldenburg presented two sessions of a Learn@Lunch faculty development workshop, "Creating Online Video Tutorials: An Introduction to Screencasting." Teaching faculty, human resources personnel, and IT staff all participated.

A screencast is a recording of a computer screen, demonstrating how to perform a specific task. VCC librarians have created them on a range of topics, including: finding royalty-free images, formatting citations, and printing in the library. Teaching faculty had seen these, and wanted to learn how to create online tutorials themselves.

The workshop included best practices, and an introduction to some free screencasting software; participants then tried it themselves. One faculty attendee invited the workshop creator to present at an upcoming conference.

Preparing for exams? Relax with a cookie or a muffin!

Below is a picture of the Christmas treat table set up and maintained by the tutors during the stressful December 2014 exam period. In addition to providing professional tutoring support, the Learning Centre team strives to create a supportive and encouraging atmosphere for the students to study most effectively.

The hard-working students really appreciate the sweet treats, the extra encouragement and the tutoring assistance while preparing for their exams and finalizing their research papers. This kind of personal touch is what VCC and the Learning Centre is all about.



Christmas treat table set up and maintained by the tutors during the stressful December 2014 exam period



Ghezal Durrani loves the Library and the Learning Centre because she gets the help and support she needs. Ghezal on the right and her sister Mehria on the left.

A Family Affair

Ghezal Durrani is one busy lady. She studies, volunteers, works as a student aide and raises two children, a fifteen-year-old boy and a ten-year-old girl. Ghezal Durrani loves the library and the learning centre because she gets the help and support she needs. She likes the comfortable environment. She says, "It helps me stay focused in my studies." Almost daily, Ghezal is quietly working on her assignments or reviewing for exams in the Broadway campus library and learning centre. She says, "This is my second home."

Originally from Afghanistan, she immigrated from Pakistan as a young married refugee in 1999. In 2007, Ghezal began at VCC in the Basic Education Department taking English and Math 031. Since then, she has been completing courses in the College and Career Access and College Foundation Departments to finish grade 12. By the end of August 2015, she anticipates graduating with a Dogwood Diploma. She has high praise for the VCC librarians and English and math/science tutors. VCC's excellent research assistance and friendly, professional tutoring have proven invaluable in her journey so far.

Her next goal is two years of post-secondary studies. It's all part of Ghezal's plan to become a police officer with the City of Vancouver. In addition to achieving the necessary academic requirements, Ghezal has been volunteering with Hastings Sunrise Community Policing, ensuring that members of the neighborhood are aware and safe. In January 2015, she applied for a new volunteer position as a member of the business patrol team with Hastings Sunrise. As part of VCC's comprehensive career services, English tutors helped review her resume and cover letter before she submitted them.

When asked about her experience at VCC, Ghezal says, "It's good and that's why my four siblings, who arrived from Pakistan last year, study at VCC because everyone is supportive and nonjudgmental. They accept you for who you are." Ghezal's sisters Mehria, Maryam and Hamasa and brother Shafi are studying at VCC. Now the staff are getting to know them and helping them on their way, too. It's a family affair.

An Open Letter to the Learning Centre Students

August 29/2014

As I did not get a chance to say goodbye individually to many students, this card is my farewell. Today I write to celebrate you and your incredible efforts! For almost 20 years, I have had the honour and privilege to work with some amazing students and be a small part in your learning journey.

My life has been enriched by you in so many ways. You never cease to amaze me with your courage and motivation. I have nothing but respect and admiration for you. How very lucky I had been to have had such meaningful work, work I have really loved. For that, I will be forever grateful.

To each and every student, I wish you success with your studies. May your learning be life-long. Thank you staff and students for such a remarkable 20 years. What a wonderful journey! Now I look forward to a new beginning, a new kind of adventure. I am excited to see where it takes me next. Keep learning. Be positive and stay healthy. I will certainly miss you all. Best wishes,

Gwen Guile



Library and Learning Centre Celebrate VCC Day



The Library and Learning Centre staff celebrated VCC Day together on October 24, 2014. Various groups met individually in the morning to answer the President's Challenge Questions and then everyone came together in one big group to share and consolidate ideas.

Prior to VCC Day's events, Kristine created a survey requesting our input for desired activities. The day of, Melanie brought and set up a lovely breakfast of coffee and danishes, while Erin planned and ordered an amazing catered lunch from Nuba. Darren did a fabulous job of leading us in afternoon games and trivia. Tim Atkinson, then Director of Library and Learning Centre, congratulated all of us on our year's successes and acknowledged our team efforts to improve our services and space for students. The day was filled with sharing, learning, jokes and laughter, some of which continued into the evening over drinks at St. Augustine's on Commercial Drive.

Staff Focus



Ruth Leckie

Learning Centre Tutor

After many years in VCC's Outreach ESL Learning Centres, I joined the Downtown Learning Centre as the full-time English tutor. I learned so much during my time in Outreach, meeting immigrants of diverse backgrounds and languages. I look forward to working with an even wider range of students at the Downtown campus.

Another important part of my life is my involvement in several international solidarity and social justice organizations. Through *Café Justicia*, a volunteer-run fair trade coffee project, we support our partners in Guatemala in their work to build strong, healthy communities free of violence of all kinds. I also offer my Spanish language skills as a translator and interpreter to this and other projects, such as the *IDEA Network*, which works to defend public education across the Americas (including Canada), and the Vancouver-based *Mining Justice Alliance*.

I'm also an avid reader (especially of good detective fiction!), movie-goer and folk/world music-lover. A perfect weekend might include any or all of the above, as well as a birding walk followed by a pint of local craft beer.



Melanie Primeau

Circulation Supervisor

I've always been active playing sports and lifting weights but becoming a mom in 2007 changed my life.

Juggling work and family were my priorities but in 2011 I decided to do a figure competition to get back in shape. A figure competition is similar to bodybuilding but is a specific category for women.

For a year I trained and changed my diet. In May 2012 I stepped on stage in the required 'uniform' – a bikini and high heels. I did not place well my first competition but that was not important to me - I had a goal and reached it. However, I was determined to improve and in November of 2013 I did another competition and placed 4th in Masters Figure Tall.

Message from the Library and Learning Centre Director

Shirley Lew,

Interim Director, Library and Learning Centre

The Library and Learning Centre team is pleased to present our 2014-15 Annual Report. It has been a very busy year for us – challenging, rewarding and renewing.

We regretfully said good bye to Tim Atkinson, our Director for three years. Tim's leadership had a transformative effect on the Library and Learning Centre. He introduced changes that improved operations and internal communication, and initiated a



comprehensive library reorganization plan that is forward-looking and innovative. He cared about people and inspired us to think thoughtfully and strategically about where we were and where

we wanted to go with our services. Tim identified a way forward with humour, compassion, and intelligence. He will be greatly missed.

One outcome of this inspired thinking is a vision document for a Learning Commons at VCC. The document was informed by a literature review, site visits, focus groups, and a good dose of imagination. An Advisory Group has been struck with representation across the college to begin a collaborative process to discuss how support for learning can look and feel at VCC.

VCC's history has demonstrated that optimism and obstacles can co-exist and we can move forward to offer great value to our students and community. We're excited by the changes ahead.