

LIBRARY AND LEARNING CENTRE

Annual Report 2015/2016

March 2016

VCC Learning Commons Pilots

The Learning Commons Advisory Committee restarted in September under the new leadership of VP Kathryn McNaughton. Four pilot projects were planned for the fall term to put the Learning Commons concept into practice.

The first project was a four-week career series, a collaboration between the Library, Counselling, and the Learning Centre. The “Get Hired!” workshops ran at both campuses in late October and were open to all students, featuring the hidden job market, resume and cover letter writing, and interview skills. Interpretive services were also provided at the Broadway campus series. Thirty-five students from a mix of programs attended the sessions and gave very positive feedback. The series will run again March 9-31, 2016. The series are being adapted to better fit student needs, by for example offering them over lunch and adding a workshop on LinkedIn for networking.

The shared resource guide project strives to make it easier for students to find resources in a central location. The “Job Search” Library guide is being integrated with Learning Centre resources to include feature books, videos, Learning Centre handouts, and recommended online resources. It is a first step toward a virtual Learning Commons. The third pilot project was VCC joining the collaborative post-secondary online writing tutoring service, WriteAway, which allows students to submit papers electronically and receive informed reader feedback. See the article on WriteAway for more exciting details! The fourth project, a proposed speaker series for students, was delayed until the winter term. Next steps for the Learning Commons focus on developing a longer-term vision and plan, and new pilot projects.



**VCC LIBRARY AND
LEARNING CENTRE**

Four pilot projects were planned for the fall term to put the Learning Commons concept into practice: the career series, a speaker series, shared resource guides and the online tutoring program WriteAway.

By the Numbers

Subscriptions to over
50 databases
providing access to journal
and magazine articles,
newspapers, streaming
videos and eBooks.



230,367 visitors

Tutors held 

28,468 sessions



4,376
students taught in
Library classes

New in 2015

Colour printing

WRITEAWAY

Popular Reads collection
at DTN library

400 Aboriginal CDs

VCC LIBRARY AND LEARNING CENTRE 2015

How busy are we?



LIBRARY AND LEARNING CENTRE

25,858

Public Service
Questions

LIBRARY AND LEARNING CENTRE

65,632

COMPUTER LOGINS



Library

189

Tours/Research
classes



* 3,890 Students Taught

PRINTED MATERIAL

42,774

Check-outs/Renewals

LIBRARY WEBSITE

279,777

Pageviews this year

198

Library Guides

44,566

Online Views



DOWNLOADS



78,628

articles viewed



7,489 views

Films-on-Demand



479 tracks

played on Naxos



309 eBooks

downloaded

LEARNING CENTRE

TOP 3: Most Popular
Subjects for Tutoring >>>

Speaking

Algebra

Chemistry

Learning Center

161

Tours



* 2,623 Students Reached



28,995

Tutoring Sessions

HANDOUTS



18,361

DOWNLOADS



4,746

UNIQUE VIEWS

Learning Center

155

Workshops



* 2,150 Students Reached

Our most popular tweets:

VCC Library @VCClib · 2 Dec 2015

#FashionSanta in @canhair at your Downtown Library, with other pro #hair and #beauty mags tinyurl.com/jpt3n6s



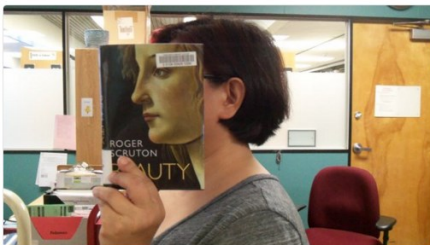
VCC Library @VCClib · 16 Dec 2015

Our #booktree has become the talk of the town (BWY, Level 2). If you take a selfie, make sure to tag @VCClib



VCC Library @VCClib · Feb 12

You'll always find us with our head in a book @VCClib especially for #bookfacefriday! #bookface



VCC Library @VCClib · Mar 4

A librarian @VCClib strikes a pose in the library lunchroom for this #bookface. So glad it's #bookfacefriday!



VCC Librarians Published a Paper on Accessibility

This autumn a report was published online in *BCLA Perspectives* through the combined efforts of librarians Jeff Verbeem, Alicia Copp Mokkonen, and Melinda Baranieski. Many are surprised to learn that accessibility concerns a significant portion of our population. In British Columbia, nearly 15% of people report having a disability (Province of British Columbia, 2013).

Our college offers a number of programs designed specifically for people who either have disabilities or work with people who have disabilities, so our numbers are likely even higher. The goal of our paper was to gather information and begin to discuss the ways we might better serve these members of our community and college.

The paper discusses our legal obligation in regards to accessibility, outlines the policy, training materials, and staffing changes instituted by George Brown College in Ontario, and discusses the modest steps taken thus far at VCC library to improve accessibility. The article outlines long-term goals for improving accessibility at the library including creating a mission statement and customer service policy, expanding the services we offer, and establishing an in-house staff training program.

The challenge of improving accessibility is ongoing and requires that we raise awareness about this topic among library and learning centre staff, stay abreast of changes and developments in legislation and technology, and perhaps most importantly, engage in a continuous dialogue with our users.

The article is available at: <https://bclaconnect.ca/perspectives/2015/10/31/verbeem-et-al/>

Information Literacy Credit Courses

With Curriculum Committee approving the funding for the development of an Information Literacy curriculum, Information Services has been actively working on this exciting initiative. Recognizing that there is a need to go beyond a "one shot" class, the teaching librarians have been investigating approaches that might work at Vancouver Community College.

Consulting with stakeholders and examining the literature has given way to creative ideas and techniques being explored. Work has started with the CCA department in designing an Information Literacy credit course.

In addition, a submission has been made to Curriculum Committee for a 20 hour Information and Research Fundamentals credit course embedded in the newly proposed Pre-Health Sciences program. Designing plans are evolving as work continues on two new 12 hour Information Literacy credit courses.

Many thanks to everyone who has been contributing to the success of this project!



What is WriteAway? WriteAway is a free online writing support service for students at VCC. Get great feedback on your paper!

From September 21- December 10, VCC students enthusiastically used the Write Away service and submitted 89 papers and 7 e-writing questions

WriteAway – A New Academic Online Support for VCC Students

Vancouver Community College joined the collaborative post-secondary online writing support service, WriteAway, in September 2015. WriteAway supports students in developing their writing skills by providing informed reader responses using Socratic questions to encourage deeper thinking and highlighting key areas for improvement along with resources that can help students. There are 15 participating post-secondary institutions across BC, and papers can be submitted online 24 hours a day, every day of the week.

English tutors from the Learning Centre participated in extensive training to meet the WriteAway standards and the service was launched through in-person promotion to classes in Health Sciences, University Transfer English and Psychology, English 1101, Hospitality Management, Counselling, and Early Childhood Care and Education.

From September 21- December 10, VCC students enthusiastically used the service and submitted 89 papers and 7 e-writing questions. In a short survey of the first 68 writing submissions, we found that 26% of users had not used face-to-face tutoring at the Learning Centre and used online writing help only. This means we are reaching a new set of students through an alternate academic support service. VCC English tutors provided responses to 39 papers and 2 e-questions during the term.

Here are a few positive comments received on the WriteAway service:

"The feedback I received was very helpful and very thorough. It was clearly written and easy to understand. I appreciate the links provided for extra help. I felt as if a lot of thought and consideration went into proofing my paper."

– English 1200 student

"Gave both positive and constructive feedback on my first assignment and gave solid advice on suggestions in improving my work. Great service! Thanks so much for sharing your knowledge."

–Hospitality Management student

The Learning Centre's New Look

Thanks to the Digital Graphic Design program, the Learning Centre has a new logo and look in its marketing materials! After a few years of the "I Heart LC" branding, we were ready for a change.

Lorena Espinoza, the department head for Digital Graphic Design, graciously allowed us to be one of the final project options for students to choose in showcasing their work.

Of the submissions received, DGD student Paul Landry's work was selected as the favorite for its bold colors, clean look, effective messaging, and student imagery.

We feel grateful to have benefited from the expertise and enthusiasm of VCC Digital Graphic Design students in helping us to market the free academic and job search support available to VCC students through the Learning Centre.



Photo Digitization Project for VCC's 50th Anniversary

Months before VCC's 50th anniversary celebrations began, Library staff were already hard at work organizing, scanning, and cataloguing historical photos from the VCC Archives. The goal was to support VCC's marketing team by providing historical photos showcasing important milestones such as the construction and opening of the campuses and departmental pictures featuring students and staff at various decades.

For this first round of digitization, we scanned 162 photos. Some black and white photographs were shared on the College Flickr account (<http://ow.ly/VDW7z>), and others were used to accompany historical facts on VCC's 50th anniversary website (<http://www.webuiltthiscity.ca/facts.html>). We look forward to making more photos available to the VCC community in the future.

Workshop at Annual Disability Conference

In May, VCC librarians Kristina Oldenburg and Mari Paz Vera co-presented at the annual conference of the Disability Resource Network of BC for Post-Secondary Education. Their workshop, "Creating Online Video Tutorials: An Introduction to Screen-casting," drew on the best available evidence on the use of video tutorials for post-secondary education, particularly as it relates to accessibility.

Mari Paz and Kristina provided a brief demonstration of free online screen recording software, and then participants were able to begin creating their own instructional videos, right there in the workshop.

Learning Centre Hosts Pacific Regional LSAC Conference

The Learning Centre hosted the Pacific Regional Conference for the Learning Specialists Association of Canada in December 2015 at the Broadway/Clark campus. We previously hosted the conference in 2011, and were excited to do so again. LSAC is a group of professionals who work in post-secondary education to support faculty, staff, and administrative goals related to learning in a variety of roles as learning strategists, counsellors, tutors, and disability specialists. The conference was well-attended with 40 members from various institutions across BC, including faculty, staff and undergraduate students.

The theme was how learning specialists interpret and apply the principles described in the text, "How Learning Works: 7 Research-Based Principles for Smart Teaching," in their own work. Dr. Kathryn McNaughton, VP Academic/Research provided a welcome on behalf of the college and Emily Simpson, Coordinator of the Learning Centres, gave brief opening remarks and introduced the presenters. The agenda for the conference included an exciting mix of topics from both humanities and math/sciences: using intersubjective frameworks to support knowledge construction, developing a successful math tutoring program that acknowledges and addresses impact of prior content knowledge, using hybridized texts to enhance academic writing success, and using supplemental instruction to actively engage both peer leaders and peer participants in learning.

The organizers received many compliments from the attendees not only for the inspiring and stimulating content of the day, but also for the excellent conference facilities (classrooms in the Health Sciences building) and the delicious food prepared by VCC Food Services. Hosting the LSAC was a wonderful opportunity to build new relationships with other learning specialists and engage in professional development as practitioners.



Photo Digitization Project -Practical Nursing Students 10/06/1959



New workshops series from the Learning Centre where students learn HOW to find their errors, LEARN from their mistakes and IMPROVE their writing

Writer's Toolkit Workshops

The Learning Centre's new Writer's Toolkit series was successfully launched at the downtown campus in October. The series was designed to give students the skills they need to improve, edit and refine their writing assignments using extensive hands-on practice. The four workshops build on each other – going from grammar basics to sentence structure and then on to the paragraph and essay level. Student feedback has been extremely positive so far.

1. The first workshop, "**Spot the Grammar Mistakes**", focuses on the five most common grammar mistakes in writing such as subject-verb agreement, verb tenses, singular/plural forms and articles.
2. The second workshop, "**Finding Common Sentence Errors**", helps students recognize the most common sentence structure mistakes including run-on sentences, sentence fragments, misplaced or dangling modifiers, clauses and combining sentences.
3. The third workshop, "**Planning, Revising and Editing**", looks at the structure and organization of papers and helps students learn techniques to revise and proofread their own assignments.
4. The fourth workshop, "**Tools and Resources for Writers: You're Not Alone!**", gives students an orientation to essential tools and resources, both physical and virtual, for writing.

In the winter term, the series will run from January 20 to February 10 at both the downtown and Broadway campuses. The workshops are open to all VCC students. The full schedule of workshops can be found on the Learning Centre website www.vcc.ca/tlc by clicking on the "Info" navigation tab and selecting "Workshops".

"Thank you for your very informative presentation today to our term 7 community health students. It was so fascinating to learn about the vast array of articles, databases and support resources available to us. You are so knowledgeable and it was such a pleasure to learn from you. "

- Meridy Black

Thank you so much for today's tour and workshop!, YOU ARE

THE BEST!! We Love your energy, enthusiasm and smile!

- Helga Mankhof

"I really want to thank the wonderful library staff for all their help.

Thank you for your hard work. You do an amazing job!!

- Rita Acton

"Your presentation was great! The students will be in a good position after it.

They also used you as an example of a presenter who engages with the audience in a subsequent discussion. They liked the way you came over and made sure they were looking at the right stuff instead of Reddit!

- Shannon Meek

e-Textbook Panel Discussion and Pilots

In October, VCC hosted a panel discussion on e-textbooks facilitated by Dr. David Porter with speakers Amanda Coolidge (BC Campus), Dr. Rajiv Jhangiani (KPU), Larry Weatherdon (Alonguin College) and James Reeve (Pearson Canada). It was a good discussion that brought together the open textbook initiative led by BC Campus and the emergence of an e-textbook platform and delivery model developed at Alonguin in partnership with Pearson. As a result of this discussion, VCC will be developing an e-textbook strategy including two pilots on the Texidium platform this spring.

Upgrading Resources Guides

VCC librarians teach hundreds of library instruction sessions every year, on a range of research and information topics. One of the tools we use to support this instruction is LibGuides, an online tool that allows librarians to quickly and easily build library subject guides. These help support students' learning, both inside and outside the classroom.

This past winter, VCC libraries migrated to LibGuides Version 2. It provides the ease and features of LibGuides Version 1, but is more accessible, attractive, and mobile-friendly than the original version. Check out our guides at libguides.vcc.ca.

Single Service Point

We have completed a full term with our new single service point model in the Library in effect. Our staff have responded admirably to the change and students have adjusted to going to one desk for assistance. As we gain more experience with this model, the focus has turned to establishing a stable desk schedule with adequate desk coverage and backup and a reference referral system that is both flexible and responsive. We are also focused on completing the second phase of training, building in backup between the Public Services and Technical Services departments

Learning Centre Outreach: Apothecary Garden, Decoda Donations, and LINC Candygrams

The Learning Centre was engaged both in and beyond the VCC community in the last year in its outreach efforts:

- Participated in the planning committee for the "Apothecary Garden", a new, exciting herbal and medicinal garden, spearheaded by Kelly Ablard from Institutional Research. The garden committee, composed of staff and student volunteers (and Kari Karlsbjerg from the Learning Centre), organized two different fundraising events in the garden outside the Broadway library: Tai Chi/Chai Tea and Reiki & Remedies.
- Donated several audio kits from our collection to Decoda Literacy Solutions, a non-profit province-wide organization which provides resources, training and funds to support community-based literacy programs in 400 communities across BC.
- Visited LINC classrooms dressed in '30' gear and armed with candygrams to promote our new 30 minute English/ESL tutoring sessions. The response to the longer sessions has been overwhelmingly positive and has contributed to the significant month over month increases in the number of students coming for tutoring.



Photo left: Cindy Sestak, Lyn Millar and Veronica Jorna from the Learning Centre with Tina Chau from Decoda

Photo right: Lyn Millar and Kari Karlsbjerg dressed for LINC Candygrams



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

The Learning Centre is working with the Marketing Department on a Student Success series for the VCC website. The series profiles students who are working to achieve their dreams at Vancouver Community College and use the Learning Centre as a resource to support them in their academic work and career transition. We are delighted to share these diverse and unique success stories so that other students can benefit and be inspired.

Byungho Park will be the first student featured in the series. Byungho is an experienced finance professional and business writer. His first book on investing in real estate for retirees was one of the top five bestselling books in Korea for several months. He immigrated to Canada in 2015 to join his family and began studying English in order to achieve his goal of writing books in English. He is a regular visitor to the Learning Centre and credits the tutors as a key support in his rapid progress from zero English to writing at the Grade 10 English level after a little over one year at VCC.

Jacqueline Yang is the second student in the Learning Centre Student Success series. She was a regular visitor to the Learning Centre and received help from the English tutors as she transitioned to the workforce after finishing her Administrative Assistant certificate. Tutors helped her with all aspects of her job hunt – from revamping her resume to tailoring her cover letters. She also honed her interview skills in several practice sessions with the tutors until she felt confident and ready to succeed. As a result of Jacqueline's hard work and determination, her strategic use of the career services support from the Learning Centre, and her savvy networking abilities on LinkedIn, Jacqueline Yang obtained her dream job as a sales associate with Nordstroms earlier this year.

Popular Reads

In 2013, the Library introduced a popular reading collection at the Broadway campus. This year, we started a collection at the Downtown campus as well. Post-secondary libraries across Canada are developing similar collections, recognizing that recreational reading not only has significant social benefits, but also improves comprehension, writing and critical thinking skills (Dewan 2010). Librarians have been promoting the collection during department visits and faculty in particular have expressed interest in this handy, easy to access collection.

In many instances we have books available in the VCC library which have long waitlists with the public libraries. We offer a selection of over 250 fiction and non-fiction best-selling titles. Our highest circulating title in the collection this past year was, "The Rosie Project" by Graeme Simsion. Our collection covers a range of genres but biography, humour, science-fiction, fantasy and books with movie or television tie-ins have been the most popular choices among our library users.



What Students & Staff Say About the Learning Centre

"I am writing this email to inform that I get the technician position in Gross Anatomy lab in UBC. I just want to thank you for all the wonderful support that you [the Learning Centre] have given me during my study at VCC. I know that without your help and support, I would not have gone far."

Tien, Pharmacy Technician student

"I would like to let you know that I've been working as an Administrative Assistant in downtown for more than 6 months. I enjoy my work and have job satisfaction. Thank you for your advice and encouragement from the bottom of my heart."

Grace Li, English student

"I would like to thank the Learning Centre, and especially Lyn and Michael, for the excellent support they gave my students. They spent half an hour with each student and focused on specific areas the students needed help with. This was a great service to the students and I hope the students will continue going to the Learning Centre whenever they need extra help."

- Ernest Harrop,
ESL Instructor

Champion of the Learning Centre, Kie Tio, Retires After 39 Years at VCC

Kie Tio has been a helpful, caring presence in the VCC Learning Centre since 1976, when he humbly began as a part-time math tutor at the college. It was a modest beginning for both Kie and the Centre, but both have come a long way since then. In a short time, Kie worked his way up to full-time math instructor in the CF Sciences department. However, he never really left the Learning Centre when he became a faculty member.

Every single term that he taught at VCC, Kie provided individual math assistance to students by holding his seminar hours in the Broadway Learning Centre. Tutors were often asked, "Where's Kie today?"

Understanding the value of providing individualized assistance in mathematics and its positive affect on VCC students, Kie said, "I feel really good about having worked in the Learning Centre. It was the best job I ever had because the students really need help. I found it really rewarding when students say 'Aha, I got it'."

Kie praised the Learning Centre's work, "The Learning Centre is very good at helping students. I feel very positive about my experience. The students are quite happy because they get instant help from qualified tutors. The facility is so great that it needs to continue to exist."

Many wonderful staff have come and gone from the Learning Centre over the years, but Kie definitely stands out as a stalwart friend, supporter, and contributor. We congratulate him on being named VCC's first instructor emeritus.



Kie Tio with tutor Darren Rigby in the Broadway Learning Centre

Staff Focus

Eric Jinsan Yu

Learning Centre Tutor

We are very excited to welcome Eric Jinsan Yu to the Learning Centre team. He joined as the Downtown Business/Economics tutor in September. He brings a wealth of subject expertise and a keen enthusiasm for working with students. Eric obtained his Bachelor's Degree in Economics from McGill University and his Master's Degree in Finance from Queen's University. Eric was a teaching assistant for Queen's School of Business for Finance and Economics and helped MBA students in Economics and Industry Analysis.

He is a member of both the American Economic Association and Canadian Economics Association and has presented papers twice at CEA's annual conferences, as well as serving as a session chair.

Emily Simpson

Coordinator, Learning Centre

Emily Simpson stepped into the role of Learning Centre Coordinator in September. She has a PhD in Chemistry from UBC. After realizing her love of teaching and working with students during her graduate studies, she joined the Learning Centre in 2010 as the math/science tutor at the downtown campus and began working as a term instructor in upgrading chemistry in 2012.

She has nearly completed the Provincial Instructor Diploma and is enjoying the challenges, variety, and scope of her new position. She looks forward to working with the amazing Learning Centre team in continuing to provide high-quality academic and career support for VCC students.

James Fournie

Coordinator, Library Systems & Technical Services

We are really pleased to announce that James Fournie is our new Coordinator, Library Systems & Technical Services at VCC. James has a BA (Honors) in Media, Information and Technoculture from University of Western Ontario and an MLIS from McGill University. He was Migration Coordinator and then Systems Consultant at BC Libraries Cooperative from 2008-2013.

Most recently James was QA/Tech Support Engineer at ActiveState, a high tech company in Vancouver. James joined VCC Library as of November 30, 2015.

Message from the Library and Learning Centre Director

Shirley Lew,

Director, Library and Learning Centre

It's a pleasure to present the Library and Learning Centre's 2015-16 Annual Report to the VCC Community.

The report highlights the major initiatives and achievements in the past year as well as celebrates the everyday work of this amazing group of individuals who support our students, staff, and faculty in the Library and Learning Centre.

This report also reflects the achievements of the students at VCC. As evidenced in our use statistics, our students are highly engaged with learning through tutoring and attending workshops outside of their classroom time and with making use of print and digital resources for research and assignments.

2015-16 saw significant changes in the Library and Learning Centre and the response from our team is something I am tremendously proud of. We expect the coming year to be no different and look forward to continuing to contribute to a vibrant VCC community.

Thank you for making 2015-16 such a success!