

VANCOUVER COMMUNITY COLLEGE

Library and Learning Centre

2020-2021

Annual Report

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LIBRARY STATISTICS 2020–2021

INSTRUCTIONAL SESSIONS

Total Classes	167
Participants (Students)	3,398
Library Orientations	40
Library Orientation Participants	937
Total Participants	4,335

REFERENCE QUESTIONS

Total Chat + email Questions Answered	3,525
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WEBSITE USE

Website Views	174,305
LibGuide Views	74,800
Discovery Layer (Library Catalogue) Searches	73,760
YouTube Tutorial Views	10,389

TOTAL TITLES IN COLLECTION

Physical	53,944
Electronic	541,811

ARTICLE AND EBOOK USE

Journal Article Downloads	73,500
eBook uses	8,207

INTERLIBRARY LOANS

Electronic Articles Obtained	255
Physical Books Obtained* (Almost all physical item sharing suspended during COVID)	8

LEARNING CENTRE STATISTICS 2020–2021

FREQUENCY OF USE

Over 67% of students use the Learning Centre more than 1 time.

SERVICES PROVIDED

WriteAway	235 hours of online tutoring from English tutors	132 VCC students submitted papers to service
Tours	92 Zoom tours	2,040 students
LC Workshops	103 Zoom workshops	411 students
Coordinator	55 learning strategies workshops	642 students
Coordinator	17 academic coaching sessions	
Tutoring	6,896 appointments	679 unique students

TOP 10 TUTORING AREAS FOR VCC STUDENTS

1. Speaking/conversation practice
2. Writing
3. Grammar
4. Career Skills
5. Algebra and Number Theory
6. Calculus
7. Chemistry
8. Presentation Skills
9. Biology
10. Statistics

WELCOME

This year's annual report of the Library and Learning Centre shares an outstanding set of achievements during a particularly challenging year. It would have been understandable to dial back services and scale back projects as a pandemic response; instead, the Library and Learning Centre innovated practices and adapted rapidly and creatively to a changing teaching and learning environment.

There are many accomplishments captured in this report, that include – but aren't limited to – workshops, academic coaching, tours and orientations, tech help, digital innovation, research, open education resources, to name a few. The data and narrative in this report underline the critical support that the Library and Learning Centre provide to our VCC community, and the important impact of these services on students and faculty. In some respects, it is also an example of how the Library and Learning Centre are both catalysts and supports for change, made all the more visible through the circumstances of this year.

Bravo!



Tannis Morgan

AVP Academic Innovation

WE ACKNOWLEDGE THAT VANCOUVER COMMUNITY COLLEGE (VCC) IS LOCATED ON THE TRADITIONAL UNCEDED TERRITORIES OF THE X^wMƏθK^wƏYƏM (MUSQUEAM), S_KW_XW_Ú7MESH (SQUAMISH), AND SƏLILWƏTƏʔİ (TSLEIL-WAUTUTH) PEOPLES WHO HAVE BEEN STEWARDS OF THIS LAND FROM TIME IMMEMORIAL.

PUBLIC SERVICES: LIFE IN THE TIME OF A GLOBAL PANDEMIC

Even though the VCC physical Libraries were quiet in the last year, the library staff was anything but. Behind the scenes, a lot happened to provide the library resources and support that students and faculty need for learning and teaching in a virtual environment.

The Library expanded their hours of the online chat service (AskAway) to offer additional support. Public services staff was trained on the usage and protocols of the online chat service. This was probably the biggest learning curve for our department as it was completely new to us.

From March 16, 2020, to April 30, 2021, staff has answered 1,481 questions.

In September 2020, the Library implemented the Takeout Services; students and employees were able to order books, course reserves, or AV equipment online for pick-up from the library with protocols in place.

In January 2021, we extended our Ship-to-me Service to include all students living in BC; not just distance education students.

I am so proud of the teamwork, level of service and resilience PS has shown in a time of professional and personal stress on all of us.

TRANSITION TO ONLINE TUTORING

When the Learning Centre implemented WOnline for scheduling tutoring appointments in 2019, we were excited about its future potential for online tutoring but had no idea how quickly we would need it! With its already built-in features of offering face-to-face and online tutoring, the Learning Centre was easily able to pivot to providing all our tutoring sessions online via WOnline within 3 days of the announcement of remote work conditions. WOnline provides an online consultation module with audio, video, a collaborative whiteboard space and a text chat, along with the ability to attach documents to the appointment. A significant advantage over Zoom is that all the collaborative work and online resources entered into the whiteboard are saved for students to access at any time once the session is complete. Tutors have developed best practices for creating a welcoming and effective environment

for online tutoring, tested out various apps (like AWW App for collaborative math work), identified common tech challenges in the online sessions and enhanced their collection of excellent online resources for practice and demonstration with students. In our surveys of the online service, the majority of students find it easy to make and attend an online tutoring appointment and find that the quality of online tutoring is excellent or very good.

We transitioned all our workshops to Zoom and developed skills to engage students through use of Zoom polling, breakout rooms, and using the chat feature to involve students in answering questions. In the last fiscal, the Learning Centre provided more than double the number of learning strategies workshops from previous years (55 workshops total).

ADAPTING DELIVERY OF CLASSES & TOURS TO THE ONLINE ENVIRONMENT

VCC Library moved online in March 2020 to continue teaching and supporting students through the COVID-19 pandemic. Librarians adapted by engaging in professional development, attending external training online events, CTLR workshops, and sharing activities and tools for teaching online in our information literacy team meetings. Through this challenging time, the librarian team continued to work with faculty to find resources and materials suitable to the new environment, collaborating to introduce the skills and information needed via online library workshops. The librarian team has been teaching remotely to students that are on campus, off campus, and at other locations such as the Friendship Center. We are also thrilled to continue to meet new students from across the globe, online at each International Student Orientation. The team also continues to explore ways to support asynchronous instruction, building our collection of short instructional

videos available through the VCC Library YouTube channel.

VCC librarians explored and presented on new topics at several faculty development workshops promoted through CTLR and at specific departments: library electronic resources available for use in online instruction, open education resources, screen-casting, and job searching online are just a few examples. Librarian Madelayne Walter, for instance, shared that “Google Jamboard worked perfectly for the job search workshop for Drafting students,” and that “it was fun working together to create something relevant.” It has been a challenging year, and yet the consensus among the librarian team is that our work has been immensely rewarding. We have sought to enhance online critical information seeking skills of students and faculty at a point of need, and have enjoyed connecting virtually, working to build a broader sense of community and belonging at VCC.

ACADEMIC COACHING

Academic coaching is a process of helping a student explore their academic concerns and challenges and developing an individualized plan to strengthen their approach to learning. The Learning Centre Coordinator offered this service in the past as “learning strategy consultations” without much success. In January 2021, the service was rebranded as “academic coaching” and an “academic coaching” schedule was created on WOnline, along with the tutoring schedules. Students can now easily book and

manage their academic coaching appointments. Additionally, an academic coaching intake form was developed on Google forms where students can provide information on their academic goals, challenges and current study strategies being used. This has helped guide the sessions to more effectively focus on student needs. In the first 4 months, 17 academic coaching sessions took place (31% of available appointments were used). We look forward to growing this service!

KEEP LEARNING! ONLINE LEARNING ORIENTATION

The Learning Centre and Library launched “Keep Learning”, an orientation to online learning for the September 2020 intake of students. The rapid shift to online education due to the COVID-19 pandemic highlighted the need to help students prepare themselves for a new learning environment.

We worked with faculty in several departments to identify problem areas for students, like setting up a learning space, getting technologies set up (like Zoom and Moodle), and thinking about key online learning strategies like online reading and building a learning community when not on campus.

We also worked with the Counselling department to provide information on self-care – critical as students were not just shifting to an online learning environment but were doing it in the stressful context of a global pandemic.

Supported by Clayton Munro, the Associate Vice President of Student & Enrolment Services, the “Keep Learning” website was sent to all incoming students as part of their welcome package from the Registrar’s Office.

The website content, video and design were completed by an amazing team of people: Alberto Basurto Gomez, Todd Rowlett, Alicia Copp, Emily Simpson, Kristina Oldenburg, Maddy Walter and Mari Paz Vera.



YOUTUBE AND KALTURA CHANNELS

With the temporary shift to online learning, VCC Library put considerable effort into creating online videos to support students and faculty with their learning and teaching. Our YouTube channel received 10,389 views – more than triple the 3,097 times people watched our videos in the 2019/2020 academic year.

Since VCC pivoted to online learning March 2020, VCC Library employees have added fifty videos on citation, research, technology use, and accessing library materials – just to name a few. All videos are available through both the VCC Library YouTube and Kaltura channels, with English captions and transcripts always available. We created the videos following the best available evidence for educational practice and accessibility.

The videos offer a convenient, detailed, targeted, and self-paced way for students and faculty to get the information they need. They can be embedded into Moodle course pages, research guides, and instructional sessions, and can also be accessed by browsing the VCC Library channels. In under a year, one of our

videos about referencing received over 3,100 views, and our video demonstrating VCC email access was viewed over 2,100 times. Another measure of success came when faculty, students and administrators requested that we add even more How-to videos about not only library resources and services, but VCC services available to students.



PROCRASTINATION AVOIDANCE WEEK

Recognizing that remote learning presents unique challenges for focus and motivation, Writing Centres, Learning Commons, Academic Success Centres, and Libraries across Canada came together to support students to avoid procrastination. From March 8–12, 2021 over 19 post-secondary institutions collaborated to host our first National Procrastination Avoidance Week and it was a tremendous success! There were multiple free workshops on study strategies, writing and time management along with virtual study halls. Between

participants and facilitators, **over 300 people** participated. The VCC Learning Centre facilitated a workshop on Whole Health and Learning on Wellness Wednesday and hosted virtual study rooms where students could study with others.



A REVISED COLLECTION STRATEGY FOR MORE ONLINE RESOURCES

Our instructors and students benefited from our Library's revised online collection strategy. We doubled our efforts in finding e-textbooks, aiming at securing unlimited access to these materials so that every student can engage with the content.

Liaison librarians responded to the needs of their respective departments and built collections of streaming videos and eBooks, as well as online databases that support programs' curricula. We pivoted from print to buying more eBooks and streaming videos from several online platforms. Liaison librarians promoted these resources via library guides and communication with the instructors, and TS and Systems Coordinator made sure that they were discoverable on the Library's website.

We moved our print magazines online to Flipster and Overdrive platforms which provide a virtual magazine browsing experience. We also moved key research journals online.

Librarians promoted the advantages of using OER (Open Educational Resources) in the classroom via a college-wide workshop. Liaison librarians sent course-specific OER resources to instructors, and the OER coordinator provided support for instructors who created new OER resources or who wanted to know more.

The Library continues providing support and adapting our resources and collections to our instructors' and students' needs under changing circumstances.



What a student said:

“Having access to many resources through the library website has been so helpful during these times.

And you can always ask someone for help.”

STUDENT RESEARCH SHOWCASE

The annual VCC Teaching, Learning and Research Symposium was held on February 25 & 26, 2021. The keynote speaker for the symposium was Judit Hahn, a Senior University Lecturer in the Department of Languages at University of Jyväskylä, Finland. The title of her talk was: “Reimagining online learning communities with equity, creativity, and care.” This warm and perceptive talk kickstarted two days of workshops and presentations on teaching and research, from internal and external instructors and researchers. The virtual event attracted 373 registrants this year. This presented a fantastic opportunity for students to showcase their research and Alicia Copp, Coordinator of Research & Library Instruction, led the organization of the Student Research Showcase.

The format of student presentations this year was the “lightning talk” — 3-minute individual presentations and 6-minute group presentations with accompanying PowerPoint slides. These kinds of presentations help individuals to hone their summarizing abilities, hook an audience, and speak compellingly on a topic by highlighting only the most important information. The 26 students who participated this year were well prepared, and it offered an engaging snapshot of research on a range of topics for the audience, and an opportunity to engage in dialogue. We would like to thank the two instructors who volunteered their students and prepared them so well: Shawna Broekhuizen with Hospitality Management and Nancy Baily with Dental Hygiene.

ONLINE TOURS & TUTOR INTRODUCTIONS

As instructors found new ways of teaching, the Learning Centre adapted to providing Zoom tours of our services to ensure that students would know about all our online services and how to connect with us! Our biggest challenge was taking a “good” team photo during a Zoom meeting (hint: photo-editing is always involved). We provided 96 online tours using PowerPoint and Zoom in the last year, only a 15% drop from the previous year. We also expanded our services to classes outside our regular operating hours by recording 1-minute tutor introductions and tours that could be shared with instructors. For example, we sent a 10-minute video tour of our services to both an evening and a Saturday LINC class. Targeted recorded tours offer many possibilities to better connect with weekend and evening classes in the future!

What a student said:

"I have learnt that getting extra help is key to successful learning!"

I am very thankful for the Learning Centre!"

SUPPORTING STUDENTS LEARNING ONLINE

With the transition to online learning in response to COVID, the Learning Centre pivoted to address students' biggest areas of concern: using new technology and learning online. Starting in August 2020, a 2–3 week series of free tech help workshops was launched at the beginning of each term. These workshops help new VCC students gain access and become familiar with navigating VCC email, Office365, Moodle and Zoom. Andy Lai, the Business tutor, led the online workshops, as well as providing new 1:1 tech help sessions for students.

The Learning Centre Coordinator, Emily Simpson, launched a series of Zoom workshops on online learning at the start of each term. The most popular one, called "Jump Start Your Learning", helped students prepare for common challenges in online learning and identify strategies for success. Other workshops included "Giving Online Presentations," "Preparing for Online Exams," "Reading and Note-Taking Online," and "Mastering Your Time." Workshops are highly interactive through use of polling, chat and breakout rooms.

The Learning Centre also developed four new handouts for students on online learning, online open book tests, Zoom tips and discussion forum participation. The 1-page handout on Zoom presence in online classes was developed in consultation with many VCC student service areas and faculty and in response to post-secondary student feedback on remote learning. This new resource became part of VCC's Online classroom agreement in September 2020 to support a rich online learning environment.

What a student said:

"I appreciate that the tutors are patient, friendly and non-judgmental."

*Every tutoring session is fun.
Thank you, tutors!"*



RESUME AND COVER LETTER COURSE

The interactive, self-paced resume and cover letter course developed by the Coordinator of the Learning Centre launched in May 2021. Faculty can request a copy of the course or sharecart activities into an existing course, or simply have students complete the master course. Feedback from instructors who have used the course is very positive. Of 128 students who gave feedback on using the course, 87% rated the modules very useful or useful and 82% feel more confident about preparing their resume/cover letter. Here's what students say:

“Even though I've had jobs in the past and applied for many of them, I still learned a lot and it definitely helped me improve my resume and cover letter.”

“I used to really stress on writing resumes and cover letters, but this really did make it easier and more fun to do.”

“I found the content to be very useful, particularly the part where I went to Jobscan — I found that I hadn't listed specific skills on my resume.”

The course was updated in May 2021 to include more sample resumes, interview resources, and improved user experience. Faculty can contact Emily Simpson, Coordinator, to find out more about how this course can be used with your cohorts.

COPYRIGHT DURING COVID

With the pandemic, and rapid pivot to remote learning, there was a heightened interest in Canadian copyright legislation and its application to the online environment. In response, Copyright workshops, with a particular focus on the online classroom, were designed and delivered to faculty and staff, and additional resources were placed in the Copyright Guide.

Although the Library provides access to a vast array of e-book, e-journal, and streaming video content, one set of resources that presented some challenges was the DVD collection. Instructors rely on this collection, as it provides essential content for their courses. While many

DVD titles were commercially available in streaming with licenses for educational institutions, some were not, and this was problematic.

To address this issue, the Library applied section 30.01 of the Copyright Act, and observed restrictions set forth in section 41.1 (Technological Protection Measures). This allowed for the digitization of a select number of instructors requested DVD titles, which were made available on the Kaltura platform for a brief period. The service was well received and ensured that critical learning resources were accessible to registered students

WHAT PEOPLE SAID

“As an instructor, I’m always using the APA guides from the VCC library and referring my students to go visit the library for advanced APA questions.”

“I recommend the VCC library for borrowing laptops and phone chargers. It saved my life a couple times at school.”

“I always leave math/science tutor sessions with an understanding on how to approach a problem. This has helped me become more successful when it comes time for exams!”

Vancouver Community College Library and Learning Centre

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Graphic of resume and cover letter provided by
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PAWS logo from website